

PROJECT NO. 16251 WORKSHOP

PUBLIC UTILITY COMMISSION

FEBRUARY 12, 1999

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TRANSCRIPT OF PROCEEDINGS

BEFORE THE

PUBLIC UTILITY COMMISSION OF TEXAS

AUSTIN, TEXAS

INVESTIGATION OF SOUTHWESTERN)
 BELL TELEPHONE COMPANY'S ENTRY) PROJECT NO.
 INTO THE TEXAS INTERLATA) 16251
 TELECOMMUNICATIONS MARKET)

WORKSHOP

FRIDAY, FEBRUARY 12, 1999

BE IT REMEMBERED THAT AT approximately

9:40 a.m., on Friday, the 12th day of February
 1999, the above-entitled matter came on for
 hearing at the Offices of the Public Utility
 Commission of Texas, 1701 North Congress Avenue,
 William B. Travis State Office Building,
 Commissioners' Hearing Room, Austin, Texas
 78701, before KATHERINE FARROBA, Administrative
 Law Judge, and DONNA NELSON, presiding; and the
 following proceedings were reported by William C.
 Beardmore, a Certified Shorthand Reporter of:

PROCEEDINGS

FRIDAY, FEBRUARY 12, 1999

(9:40 a.m.)

JUDGE FARROBA: Let's go on
 the record in Project No. 16251,
 investigation of Southwestern Bell
 Telephone Company's entry into the Texas
 interLATA telecommunications market. And
 this is a meeting on collocation to discuss
 time frames, policies and methods and
 procedures for ordering, engineering,
 procuring and provisioning of collocation.
 And since we're on the record,
 whenever anyone makes a statement or asks a
 question, if you would please identify
 yourself for record purposes, that would be
 helpful. And I believe the format is going
 to be, for each type of collocation,
 Southwestern Bell will start out with a
 presentation and discussion of their
 policies and procedures, and then we'll
 address questions that everyone has on
 those issues.
 And, Mr. Auinbauh, I'll pass it

EXHIBIT INDEX

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SOUTHWESTERN BELL TEL. CO. (SWB)

MARKED

1.	Document titled, "Physical Collocation Application and Delivery Process"	346
2.	Document titled, "Physical Collocation Active C.O. Space (90 day) Implementation Steps Delivery Process"	346
3.	Document titled, "Physical Collocation Other C.O. Space (180 day) Implementation Steps Delivery Process"	346
4.	Document titled, "SWB Company, Virtual Collocation Application Flow, Application Process"	346
5.	Document titled, "Virtual Collocation Implementation Process, February 12, 1999"	346

1 to you.

MR. AUINBAUH: Good morning,
 you-all. My name is Mike Auinbauh. I'm
 with Southwestern Bell. And what we would
 like to do today is we have - I apologize.
 If you don't mind, I'm going to wander
 around back here. We have -

JUDGE FARROBA: Could you
 use a mike, I guess, so that -

MR. AUINBAUH: Can you not
 hear me? That's surprising. We have
 brought, as you can tell, our operations
 folks, and our intent today is to go
 through the various aspects of collocation
 and discuss how we go through the
 processes, what our processes are, and try
 to help you-all understand what our
 processes are and hear your concerns.

What we would like to do is, if
 you would work with us here, I'll make a
 few opening remarks this morning, and then
 we have four sections of the presentation,
 the physical collocation quote process, the
 ordering process. When we get through that
 presentation, then we would entertain

<p>Page 5</p> <p>1 questions and comments. 2 But if you would be kind enough, 3 let our folks get through their 4 presentation and then we will take 5 questions at the end. When we get done 6 with that section, we'll move on to the 7 provisioning process for physical 8 collocation; the same format, if you would. 9 We'll make our presentation, and then we'll 10 take your questions and comments. 11 What we're here today to do, as 12 we understand it, is to talk about physical 13 and virtual collocation in the tariff in 14 Texas today. We certainly want to 15 understand any concerns you have and we 16 want to answer your questions. What we're 17 not here to do today is to talk about 18 cageless collocation or any of the other 19 items that are teed up for discussion in 20 March. 21 And we would appreciate your help 22 understanding that we're here to talk about 23 the processes that are defined and that 24 we're using today, understanding there are 25 other collocation issues that may be</p>	<p>Page 7</p> <p>1 MR. EZELL: My name is James 2 Ezell. I'm Assistant General Counsel, with 3 the PUC. 4 MR. KLAUS: Randy Klaus, MCI 5 WorldCom. I'm a manager, and I've not 6 personally been involved with any collo 7 request. 8 MR. WAKEFIELD: Jason 9 Wakefield, MCI WorldCom. I'm an attorney, 10 and I've not been involved with any collo 11 requests. 12 MS. CASEY: Robin Casey, 13 with Casey, Gentz & Fuentes. We represent 14 some members of the CLEC Coalition, and I 15 have not personally made any collocation 16 requests. 17 MS. MUDGE: Katherine Mudge, 18 with the law firm of Smith, Majcher & 19 Mudge, today representing North Point and 20 ACI, and I have actually reviewed 21 approximately 25 collocation applications. 22 MS. NELSON: I don't think 23 we need that collocation request 24 information. Let's just go on and have 25 people introduce themselves. And if it's</p>
<p>Page 6</p> <p>1 discussed here at the Commission, but today 2 is not the day for that. What I would like 3 to do, if we could, to start off, just so 4 our folks know the audience, and so that 5 they know what you-all know about 6 collocation so we can give the presentation 7 to be sure we're focusing on what you want 8 to talk about, is if we could go around the 9 room. 10 And what I would like for you to 11 do for us is just tell us your name, your 12 company, and your position with that 13 company, how many collocation requests 14 you've personally been involved in, and any 15 Southwestern Bell employees who you know 16 that you've dealt with on those collocation 17 requests so that we know what we're talking 18 about. 19 And if you want to, Kathy - I 20 know you haven't been involved in 21 collocation requests, but if you could 22 start. 23 JUDGE FARROBA: Oh, okay. 24 My name is Kathy Farroba. I'm 25 Administrative Law Judge with the PUC.</p>	<p>Page 8</p> <p>1 appropriate, as we're going into the 2 discussion, we can talk about that. 3 MS. LIPMAN: My name is 4 Rachel Lipman. I'm an attorney, and I 5 supervise the lawyers who appear on behalf 6 of Sprint in the Southwestern Bell states 7 and the Ameritech states. 8 MS. JENKINS: I'm Martha 9 Jenkins. I'm with Sprint. 10 MS. MULLIN: Sharon Mullin, 11 with AT&T. 12 MS. BOURIANOFF: Michelle 13 Bourianoff, attorney, AT&T and TCG. 14 MS. ROWLING: Gwen Rowling, 15 Westel. 16 MR. KINSLOW: Mike Kinslow, 17 ICG. 18 MR. SOLIS: Fred Solis, ICG. 19 MR. NEELD: Fred Neeld, 20 Intermedia Communications, regulatory 21 analyst. 22 MS. HARTLINE: Rina 23 Hartline, with the law firm of Casey, Gentz 24 & Sifuentes, and I represent the CLEC 25 Coalition.</p>

<p style="text-align: right;">Page 9</p> <p>1 MR. BOLDER: David Bolder, 2 with McCollough & Associates. We represent 3 E*spire. 4 MR. LAND: Charles Land, 5 with TEXALTEL. 6 MR. WITTRY: Jon Wittry, 7 NEXTLINK. 8 MR. KISSAM: Bob Kissam, 9 NEXTLINK. 10 MS. KRABILL: Nancy Krabill, 11 NEXTLINK. 12 MS. REEVES: Kelsi Reeves, 13 Time Warner. 14 MR. SUMMITT: I'm Nick 15 Summitt, Vice President and General Manager 16 of Time Warner Telecom in Houston. We've 17 got 10 collocations in Houston, five 18 virtual and five physical. 19 MS. KNIGHT: Patricia 20 Knight, Time Warner Telecom, out of Denver, 21 and I'm a local exchange carrier account 22 manager. 23 MS. WALLACE: I'm Carra 24 Wallace, the Vice President of Operations 25 for the Texas region for COVAD</p>	<p style="text-align: right;">Page 1</p> <p>1 Texas. 2 MR. FRITTS: I'm Bill 3 Fritts, Director. I have responsibilities 4 for collocation interconnection, methods 5 support for the operations for Southwestern 6 Bell. 7 MS. ERVIN: I'm Janis Ervin, 8 with the Commission Staff, 9 telecommunications. 10 MR. WANN: I'm Garry Wann, 11 with Southwestern Bell Telephone. 12 MR. BLAKE: Dana Blake, 13 Southwestern Bell, regulatory support. 14 MR. SAUNDERS: I'm Allen 15 Saunders, Senior Project Manager, design 16 and construction of real estate. 17 MS. RICHARDSON: Mattie 18 Richardson, Product Manager, Collocation. 19 MR. FLANAGAN: Mike 20 Flanagan, Rate Administration and 21 Collocation. 22 MS. PENDLETON: Nancy 23 Pendleton, Operations Support for 24 collocation in the five states, 25 Southwestern Bell.</p>
<p style="text-align: right;">Page 10</p> <p>1 Communications. 2 MR. KERSH: Mike Kersh, with 3 ACI Corp, Director - Western Region for 4 carrier relations. I've been involved with 5 hundreds of collocations. 6 MR. POSCHL: Chris Poschl, 7 North Point Communications, Senior Manager 8 of LEC relations. I've, I guess, dealt 9 with all of the collocation requests in 10 Texas. 11 MS. IVANUSKA: John 12 Ivanuska, Director of Local Market 13 Development, with Sprint. I oversee 14 Sprint's collocation effort nationally. We 15 have over 100 collocations pending now with 16 Southwestern. 17 MR. HUTCHINS: Glen 18 Hutchins, Southwestern Bell, collocation 19 account manager. 20 MS. LACY: Debbie Lacy, 21 Southwestern Bell, network sales support, 22 responsible for (inaudible). 23 MR. KROST: Dennis Krost. 24 I'm the Director of Design and Construction 25 of Real Estate for Southwestern Bell in</p>	<p style="text-align: right;">Page 1.</p> <p>1 MS. MOODY: Jan Moody, 2 Interconnection and Collocation Operations 3 Support. 4 MS. BURDINE: Carol Burdine, 5 Wholesale Marketing and Products Manager. 6 MR. POOLE: Dan Poole, with 7 Southwestern Bell, Planning and 8 Engineering. 9 MR. ADAMS: Matthew Adams, 10 Southwestern Bell, Network Engineering and 11 Regulatory Planning. 12 MR. BOURGEACQ: Chris 13 Bourgeacq, Southwestern Bell, Legal, and 14 I'm glad to be here. (Laughter) 15 MR. RIOJAS: Ernest Riojas, 16 Southwestern Bell, Network Engineering, 17 Collocation and Network Support. 18 MR. GALINDO: Art Galindo, 19 Southwestern Bell, Area Manager, Network 20 Engineering in the greater Texas market 21 region. 22 MS. MADDEN: Susan Madden, 23 Southwestern Bell, Collocation and 24 Interconnection Project Manager. 25 MS. MCKAY: Ellen McKay,</p>

<p style="text-align: right;">Page 13</p> <p>1 Southwestern Bell, ICSC. 2 MR. WILKISON: Ed Wilkison, 3 Account Manager - Regional Sales, 4 Southwestern Bell. 5 MR. BALLO: Thomas Ballo, 6 Southwestern Bell, Legal Department. 7 MR. JONES: Bruce Jones, 8 Southwestern Bell, Network Staff Support. 9 MR. BRANDVOLD: David 10 Brandvold, Southwestern Bell, Local 11 Wholesale Market. 12 MR. FUESS: Jerry Fuess, 13 Cost Support, Southwestern Bell. 14 MR. WREN: I'm Larry Wren, 15 Outside Plant Engineer - Methods and 16 Procedure for five states. 17 MR. AUNBAUH: And I think 18 you can tell from at least the folks that 19 are here we've got a lot of operations 20 folks. I hope today is a very productive 21 day for talking about operational issues. 22 JUDGE FARROBA: And before 23 we go on, though - I believe there was a 24 paper passed around to get everybody's 25 names. That would really help the Court</p>	<p style="text-align: right;">Page 15</p> <p>1 the people presented on the agenda. And 2 why don't we go ahead and get started, if 3 we can, with the first presentation which 4 is on physical collocation. 5 FROM THE AUDIENCE: Can't 6 hear you. 7 MR. AUNBAUH: I'm sorry. 8 Glen Hutchins is here with us and Debbie 9 Lacy are the folks that manage this process 10 for us in our company, and they are going 11 to present for us. Thank you. 12 MR. HUTCHINS: Thank you, 13 Mike. I'm going to be covering today, 14 walking through with you, the 15-day 15 business quote interval Southwestern Bell 16 has developed for delivering a physical 17 collocation application quote. I want to 18 be sure everybody has a copy of the handout 19 in their hands. Is everybody in possession 20 of that at this time? 21 FROM THE AUDIENCE: Just one 22 page? 23 (Multiple persons responding 24 simultaneously). 25 JUDGE FARROBA: Okay. If</p>
<p style="text-align: right;">Page 14</p> <p>1 Reporter out. 2 MR. AUNBAUH: Thank you, 3 Kathy. We did pass around the sign-up 4 sheet and would ask that you sign in, and 5 we will provide Will copies of it. Let me 6 pass - ask that the agenda be passed out. 7 We can certainly go ahead and pass it out. 8 What we're going to start with 9 this morning is the physical 10 collocation and - 11 MS. NELSON: Okay. Let's 12 take a really short break for just a 13 second. 14 JUDGE FARROBA: Let's go off 15 the record. 16 (Off the record) 17 18 MS. NELSON: What 19 Southwestern Bell is a handing out is the 20 agenda of their presentation. It's not the 21 agenda for the whole day. 22 MR. AUNBAUH: Yeah. I'm 23 sorry if I misstated that, Donna. That was 24 not my intent. I wanted everybody to know 25 who the folks were. We have the names of</p>	<p style="text-align: right;">Page 16</p> <p>1 we're on the record, it's going to be 2 really difficult to get down information 3 when people are all talking at once. You 4 referred to a handout? 5 MR. HUTCHINS: That is 6 correct. It's coming. All right. It's 7 been brought to my attention that basically 8 there are two handouts floating out. One 9 got out of the gate before we wanted to 10 talk about. That's fine. You should end 11 up with two. If you've got two, that's 12 fine. 13 What I'm going to speak on is the 14 eight-and-a-half-by-eleven landscape, which 15 is this one here, for the quote process. 16 So if you could have that before you as we 17 go through it, to make your notes, that 18 will be fine. So I'll wait another minute 19 to see if everything gets around the room. 20 While that's being sent around, 21 I'll go ahead and give you a little bit of 22 background. I am Glen Hutchins, account 23 manager on the local provider account team, 24 Southwestern Bell, and we do handle the 25 collocation requests from our community.</p>

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1 My team -- my account team is
2 responsible for overseeing your account and
3 being the primary interface between
4 Southwestern Bell's work groups that are
5 involved in the collocation, application
6 and delivery processes and you, the
7 customer. And the information that I'll be
8 presenting to you today represents
9 Southwestern Bell's normal processes for
10 delivery of a collocation -- a physical
11 collocation quote and a 15 business day
12 interval, the process for a three-month
13 90-day implementation interval and a
14 six-month 180-day implementation interval,
15 and the virtual will be covered by other
16 SMES.

17 I'll basically walk with you
18 through this process today for the 15-day
19 business day quote delivery. As I stated,
20 I am the account manager and on the team
21 for the LPAT organization, and my
22 counterpart in making those quotes
23 deliverable to you is Ms. Debbie Lacy which
24 is sitting here to my right here.
25 She's in the network sales

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1 support organization. And I will be
2 basically presenting the information today
3 as we go through it. And following our
4 presentation, then we would have a brief
5 question and answer and session that would
6 follow.

7 MS. NELSON: Okay. Before
8 we get started, I have a question, and that
9 is, how long have you-all used this
10 procedure, or does this -- is what you are
11 about to outline have more detail than
12 you've ever provided publicly before in
13 terms of the various stages that are set
14 out, or is this what you have been doing --

15 MR. HUTCHINS: This should
16 illustrate what we are doing today to
17 deliver a quote process to the community.

18 MS. NELSON: Okay.

19 MR. AUINBAUH: We haven't
20 filed this document. We did provide some
21 flow charts, which were a little higher
22 level, and what we're prepared to do today
23 is try to go through more detail --

24 MS. NELSON: Okay. Great.
25 Thank you. But the process hasn't changed.

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1 That's what I was just --
2 MR. AUINBAUH: No.
3 MR. HUTCHINS: No. You're
4 correct. So what I'm hoping today to do is
5 to enlighten you and sharing with you how I
6 interpret the process to work and then
7 entertain questions with you following
8 this. The general format of the
9 presentations today that you will see are,
10 across the top, going to be the interfacing
11 work groups that will have integral parts
12 to developing the piece-parts of either the
13 implementation intervals or the quote, and
14 then down the right margin would be the
15 dates or the critical key dates that we
16 flagged in the process, to give you some
17 idea of where we're at in the process.

18 So with that, I'm going to go
19 ahead and begin. On the physical
20 collocation application process, again,
21 we're looking at a 15 business day
22 delivery, and we call it Day Zero. That's
23 when we are going to receive from you the
24 application for that location.

25 Upon receipt, our first

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1 interfacing point would be the
2 interexchange carrier service center, our
3 ICSC center. This is where you would
4 forward your request and your engineering
5 design charts, et cetera. Upon receipt of
6 that information in the ICSC, the
7 application is time-stamped. Case numbers
8 are assigned. Common language, location,
9 identifier, the CLLI code is assigned.

10 At this point, there is a
11 preliminary screen that is done right there
12 on the application. I think you will see
13 as we go forward there is a number of eyes
14 that look at your information that you're
15 providing to us. The first people that are
16 going to look at it are going to be the
17 ICSC. Their key role here is to look upon
18 the application to see that there is
19 sufficient information to get this process,
20 get this application into our process flow.

21 Things such as the correct
22 engineering design charge has been
23 submitted, authorizing signatures are
24 there. ACNA codes are correct. In other
25 words, the billing type information must be

<p style="text-align: right;">Page 21</p> <p>1 there before we can proceed on. If there 2 is information there that needs clarity, 3 they will be your point of contact first, 4 and they will contact whoever has been 5 given as an information contact on your 6 form. 7 Section 2 is completed, which is 8 giving you my name as an interconnection 9 point of contact, and those kind of things 10 are data filled by the ICSC so that you 11 would be given that information as well. 12 The billing account numbers are assigned to 13 determine and set up the billing. The 14 determination of the quote due date is 15 going to be delivered to you at that time, 16 too. 17 Application data is logged into 18 the database, and the application is then 19 distributed to our account teams and to the 20 rest of the appropriate interfacing work 21 groups that need to have that information. 22 That all happens on Day 1 at the ICSC 23 center. It gets everything started for us 24 to begin. 25 As we go on to look on the next</p>	<p style="text-align: right;">Page 23</p> <p>1 might be like, if you have given us a 2 number of circuits you want to order and 3 that terminates on a panel, do the number 4 of panels and circuits agree, things of 5 that nature. 6 And power requirements are often 7 things that we take a closer look at, POT 8 frame provisioning, which is our point of 9 termination frame, and just general 10 equipment quantities. And if that 11 information is not there, we're going to 12 make a contact to you at that time to let 13 you know and try to work out the details 14 with you on it. 15 At the same time we're doing 16 that, the network sales support, they are 17 in receipt of the application, and they 18 begin to look at it from more of the 19 engineering specifics that are going to 20 have to be there and be present before the 21 application can proceed forward. Some 22 things of that that they might look for 23 would be -- we're always going to be 24 looking for incomplete or insufficient data 25 that is on the application.</p>
<p style="text-align: right;">Page 22</p> <p>1 sheet, what you are going to see here is, 2 before Day 3, we've gotten the information 3 out into the key and integral work groups 4 that are a part of developing the quote. 5 What you are going to see is the local 6 provider account team, the network sales 7 support folks, and our corporate real 8 estate. All of these people are going to 9 be screening your application for their 10 respective piece-parts, to see what it is 11 with their critiquing eye, if you will, and 12 bring to your attention anything that might 13 need to be addressed right upfront. 14 As we get into Day 3 and we in 15 the local provider account team group and 16 we receive the application, we're going to 17 screen -- we've set up a comptroller, if 18 you will, that does the initial screen on 19 the applications as they come in, and then 20 they are assigned to an account manager 21 within our team. 22 The initial things that we're 23 going to look for are things that don't 24 make sense in the application really to us, 25 things that don't add up. Some things</p>	<p style="text-align: right;">Page 24</p> <p>1 The better product that we get 2 in, the less contact we're going to have 3 with you initially to get clarity items. 4 It just gets it all into the process a 5 little faster. Power issues, again, are 6 going to be looked at. Heat release, from 7 what information you've provided, is it 8 sufficient. What we're doing at this point 9 is we are looking at training ourselves 10 into -- on my team, in particular and I 11 know throughout sales staff, we are going 12 to see things that maybe we haven't seen 13 before. 14 We're going to call you. We're 15 going to talk about it. That type of 16 information I'm going to share with my team 17 so that we know that information that is 18 going to be maybe forthcoming from this 19 particular client. At this point, I would 20 like to just say that -- the same thing on 21 a two-way street. I would expect for you 22 to get back with your folks and get those 23 issues cleared and be sure the clarity is 24 there so that those kinds of things aren't 25 a repeat basis and we go ahead and learn</p>

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1 from those experiences.

2 And so as we get with the network
3 sales support and they do those things, at
4 the same time, the CRE or the corporate
5 real estate folks are also looking at it.
6 To take a particular look, they are going
7 to notify their construction team, their
8 architect text, design and construction
9 project managers, and the property managers
10 regarding that particular application, set
11 them on notice that this is coming, review
12 the application for cage size, heat
13 release, fiber optic cable plans, generic
14 floor plans in general.

15 You have got to understand that
16 they are entertaining the idea of building
17 a house, if your will, for you. So they
18 need to have that information in as
19 complete a form as possible to proceed on.
20 They see issues in it, and they'll bring it
21 to the attention and we'll go and get those
22 discussed with you.

23 Before Day 13 -- we've gone now
24 before Day 3 -- we're going to go to before
25 Day 13. These are the things that must

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1 happen in this 10-day window in order for
2 us to meet your 15-day quote interval.

3 MS. NELSON: Let me ask you
4 a question.

5 MR. HUTCHINS: Yes, ma'am.

6 MS. NELSON: At what point,
7 if you determine -- if you can give me the
8 range that the application is insufficient,
9 at what point do you notify the CLEC?

10 MR. HUTCHINS: Okay. Upon
11 recognition of any fact in there that we've
12 determined, I guess, by any of the groups
13 and it's brought to the attention, we're
14 going to contact the CLEC. We're not going
15 to wait towards the end of the interval.

16 MS. NELSON: Right. But do
17 you have internal time frames that people
18 are guided by in terms of, "We need to
19 notify the CLEC by this amount of time,"
20 or...

21 MR. HUTCHINS: I can address
22 that from the LPAT perspective. And I tell
23 you that when we get the information in on
24 that Day 1, Day 2 time frame, we look at it
25 right then the first day. It hits our

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1 comptroller's desk. They bring it to the
2 attention, and those items are flagged for
3 our managers to get right back with them.
4 And I would say within a day to
5 two days for us we're going to try and make
6 that initial contact and get those --

7 MS. NELSON: Right. But
8 then you also have -- you have screens
9 application under each of the different
10 groups. So I'm assuming -- determines if
11 information is sufficient for engineering
12 to begin. I'm assuming that if it's not,
13 you'd notify the CLEC.

14 MR. HUTCHINS: That is
15 correct.

16 MS. NELSON: And is that
17 within that one to three-day period but
18 it's, you know -- or is it after?

19 MR. HUTCHINS: Our intent is
20 to do that -- upon the initial screening --
21 is to pick up all of those things. What we
22 have learned is that as we go through the
23 process some things may surface that are
24 not (inaudible) in Day 1 or Day 2. When
25 those things are presented to us, our

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1 intent is to go ahead and notify the CLEC
2 at that point.

3 MS. NELSON: Okay. And then
4 the same with "reviews application" --
5 under the CRE -- "for essential information
6 such as cage size." That review also
7 begins before Day 3 and you-all notify the
8 CLEC as soon as possible if you don't have
9 information.

10 MR. HUTCHINS: That is
11 correct.

12 MS. NELSON: Okay. Go
13 ahead.

14 MR. HUTCHINS: Okay. All
15 right. And looking farther into the
16 development, keeping in line that the work
17 is progressing we are getting towards our
18 15-day due date, and prior to Day 13 is
19 where I would like to go ahead and pick up
20 where I left off.

21 The efforts that the network
22 sales support organization is doing
23 continues at this point, and basically
24 those things that they are looking to have
25 accomplished by this date, they have

<p style="text-align: right;">Page 29</p> <p>1 coordinated inter-department site visits 2 actually to go out to these locations and 3 visit the area. 4 They include within the real 5 estate folks the network engineering, 6 network operations, transmission 7 engineering, floor space planning, 8 transport engineer groups, which would 9 include your power engineering and LPAT and 10 the outside plant engineering. 11 All those folks are going to go 12 out there and look at your site visit to 13 determine space availability, design of the 14 cage, scope of the work that is going to be 15 required, appropriate charges, and then the 16 implementation interval that's going to 17 have to be -- to set this particular one in 18 place. 19 The outside plant engineer then 20 would contact the collocator to identify 21 manholes, entrance manholes, provide length 22 of the fiber needed, to extend to the 23 manhole to the -- from the manhole to the 24 collocation areas. And this information is 25 documented on Page 5 of the application as</p>	<p style="text-align: right;">Page 31</p> <p>1 going to make the contacts to their 2 respective groups, present some preliminary 3 sketch information at the site visit so 4 we'll have that at our disposal as we go 5 through it. 6 They locate the cage. Secured 7 path is going to be an issue. They want to 8 be sure that we have secured path, things 9 for power placement, transmission cablings, 10 those types of things. Final plan 11 information is then forwarded to their 12 architects. Final plan information is 13 forwarded to a pricing coordinator who 14 initiates the workbook for NSS, and finally 15 architecture. 16 The architects perform a field 17 survey at the CO to finalize this 18 quarter-inch cage drawing. The 19 Southwestern Bell project manager reviews 20 the cage plan with the architects at that 21 point. Continuing on to the next page, 22 some of the final things they do is -- the 23 final plans then are sent to the pricing 24 coordinator for compliance and consistency, 25 and the CRE sends the plan and the quote</p>
<p style="text-align: right;">Page 30</p> <p>1 it's forwarded to NSS. 2 NSS then is going to go ahead and 3 prepare our tariff worksheets identifying 4 those specific charges that should be right 5 in line with your application that you've 6 submitted, along with the floor space 7 drawing and Page 5 of the application for 8 your outside plant information, and provide 9 to the account team the implementation 10 interval that is going to be required for 11 that job. 12 As we look to see what details 13 are being done by the real estate work 14 group, as you can see there is a number of 15 things that they have listed here as well. 16 You can go through them, but I just want to 17 say something upfront. Their general focus 18 here is to develop the floor drawing and 19 definition of the floor space costs for 20 that particular quote. 21 It's a joint effort that they are 22 going to be reviewing, not only with the 23 real estate folks, but also with the floor 24 space planners for Southwestern Bell. Some 25 of those things, as indicated, they are</p>	<p style="text-align: right;">Page 32</p> <p>1 workbook on to NSS. 2 As you can see, the NSS is 3 assembling the information for the quote at 4 this point. As we get down to delivering 5 the quote to you prior to Day 15, the local 6 provider account team is provided that 7 information. We're going to verify, again, 8 cost with what we've got before us. 9 The workbook has been generated 10 from the work efforts of the 11 interdepartmental groups. We're going to 12 compare that back to your application and 13 be sure that we have a one-for-one here. 14 We assemble that quote information, put a 15 cover letter on it, and being sure that we 16 tell you about the anticipated due date and 17 forward the quote, the floor plan, and the 18 schedule out to the collocator for their 19 review. 20 During that -- prior to Day 15 as 21 well, you can see that basically our folks 22 are going to be at standby for us to answer 23 any last minute questions that may be 24 submitted. You, the customer, then have 65 25 business days to accept that quote or</p>

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1 decline it. So during that period, the
2 account team would be your point of
3 contact.
4 We would be available to discuss
5 the quote with you at that point, clarify
6 any issues that aren't already cleared, and
7 answer questions for you maybe on a going
8 forward basis. At that point, that's the
9 overall general view of what happened on a
10 15-day interval and the steps that take
11 place for us to develop a quote for you.
12 And at this point, I guess we're
13 going to open it up for some questions and
14 answers and clarity.
15 MS. NELSON: Go ahead.
16 MR. IVANUSKA: This is John
17 Ivanuska, from Sprint. A few questions.
18 How are you doing?
19 MR. HUTCHINS: Fine, sir.
20 MR. IVANUSKA: So the
21 collocator will find out whether space is
22 available in conjunction with the 15-day
23 quote. If space is available, the
24 collocator will be notified of space
25 availability and cost and, you know, et

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1 cetera.
2 If space is not available, does
3 the collocator learn about that prior to
4 the 15-day quote or at that point, at the
5 day of the 15-day interval or at the end of
6 the interval?
7 MR. HUTCHINS: Let me get
8 clarity on your question, sir. You're
9 asking, is there space generally available
10 for collocation in that —
11 MR. IVANUSKA: No. Is there
12 space available to satisfy the specific
13 application request?
14 MR. HUTCHINS: Physical
15 collocation —
16 MR. IVANUSKA: Physical
17 location. Yes, I'm sorry.
18 MR. HUTCHINS: — in that
19 particular central office? If Southwestern
20 Bell determines that there is no space for
21 physical collocation at that central
22 office, yes, you would be notified prior to
23 your getting your quote. Okay.
24 MR. IVANUSKA: Okay. Then
25 my next question is, as Southwestern Bell

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1 determines whether space is available —
2 MS. NELSON: What would the
3 time period be?
4 MR. HUTCHINS: Within 10
5 days.
6 MS. NELSON: Okay.
7 MR. SRINIVASA: Well, in
8 the tariff — oh, again, for the record,
9 Nara Srinivasa. I'm with the PUC Staff.
10 Section 5, Sheet 14, Provision 1 —
11 actually it's 6.1.1 — should the
12 collocator submit six or more applications
13 within five business days, the quotation
14 interval will be increased by 10 business
15 days for every five additional
16 applications.
17 This regulation also applies to
18 any revisions to applications; for example,
19 one to five — the quotation interval is 15
20 business days?
21 MR. HUTCHINS: That's
22 correct.
23 MR. SRINIVASA: Six to 10
24 you have 25, and 11 to 15 is 35, and 16 to
25 20, 45 business days. That's what the

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1 tariff says. Now, that brings us back to a
2 performance measure that we established
3 that's got only — the quotation — the
4 response time within 35 days. How are we
5 going to capture performance under this,
6 you know, where what you have in here?
7 Are you collecting any data to
8 capture the performance information for
9 this, what you have in the tariff? Are you
10 tracking, say, for example, if there are
11 five —
12 MS. NELSON: Nara, I don't
13 think they have the performance measure
14 people here.
15 MR. SRINIVASA: No. But
16 this is exactly the response time is what
17 they were talking about. That somehow has
18 got to tie into performance measures.
19 MS. ERVIN: Well, yeah, and
20 I think that what Nara is asking is, in
21 circumstances, I don't know how often these
22 are coming up at this point where you have
23 a quantity of physical collocation requests
24 for a particular office.
25 Are you categorizing those

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1 differently or establishing a different
2 time-line for those, you know, keeping
3 track of them? Is it just not coming up
4 that often at this point?

5 MR. HUTCHINS: Well, I guess
6 I still am not real clear on exactly what
7 the question is.

8 MR. SRINIVASA: Like if a
9 CLEC comes in and sends in a request for --
10 and a quotation from you, and in that
11 request they have 15 central offices --
12 okay -- if that being the case, if you have
13 15 central offices in that request, so you
14 would take 35 days.

15 MR. HUTCHINS: The first
16 five would have a 15-day quote. The second
17 five out of that would have a 25-day quote.

18 MR. SRINIVASA: Oh, so it
19 is...

20 MS. WALLACE: I actually
21 have a question. I'm Carra Wallace, from
22 COVAD, and we recently submitted 88
23 applications. And we got back a response
24 stating that it would be February of Year
25 2000 before we would have responses to

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1 those quotes.

2 So can you clarify for me your
3 calculation on how you get out to February
4 of Year 2000?

5 MR. HUTCHINS: If I'm not
6 mistaken, those were initial dates. Were
7 not they revised for COVAD?

8 MS. WALLACE: Let's see. I
9 believe there was some conversation, but we
10 didn't get anything formal.

11 MR. HUTCHINS: It's my
12 understanding that those have been
13 officially communicated to COVAD, and that
14 the dates now, based on what we just
15 discussed, with the first five having a
16 15-day business quote interval, the second
17 five having the 25-day interval, proceeding
18 on, would carry those dates probably
19 into -- I think it's the June or July time
20 frame of this year.

21 MS. WALLACE: Actually what
22 I've gotten -- and, again, this was
23 informal, but it would still take it into
24 November of '99. So -- but, again, we were
25 told that that hadn't been solidified.

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1 MR. HUTCHINS: Okay. My
2 understanding is that we have and we went
3 forward with the discussion, but I thought
4 we had communicated that to you.

5 MS. WALLACE: Okay. But,
6 again, so the question would be, based upon
7 the information that we got of a November
8 time frame for those initial applications,
9 can you help me understand how you get to
10 November?

11 MR. HUTCHINS: Yeah. If you
12 just -- if you go through the process and
13 would take and apply those numbers and that
14 range to it, that should be how you come
15 out to be. Now, our intent -- those are
16 maximums, as we go through it. Keep in
17 mind that if we can do those applications
18 in an earlier date, we're going to do those
19 at an earlier date.

20 Just keep in mind that those are
21 the things to be able to -- as we go
22 through and are looking at a large, sizable
23 quantity, for anybody that submits
24 applications, we're going to use that to
25 provide back to you a quote.

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1 MS. WALLACE: So can you go
2 through -- if you don't mind, can we go
3 through the detail of how you get to that,
4 because --

5 MR. SRINIVASA: I just did
6 that. For 88 orders -- say, for example,
7 for increments of five orders, say, for
8 example, if you're increasing the number of
9 days by 10, 10 business days, that means
10 for 88 -- you know, for up to 20 it's 45.
11 Then you need to add another 145 days to
12 that. That will be 190 days -- 190
13 business days.

14 MR. IVANUSKA: Maybe --
15 JUDGE FARROBA: Nara, are
16 you looking at the tariff?

17 MR. SRINIVASA: Right.
18 6.1.1.

19 MR. IVANUSKA: Maybe we can
20 clarify the issue. Is it five per day or
21 whatever by each individual CLEC, or is it
22 the aggregate demand at the ICSC?

23 MR. HUTCHINS: Our look at
24 it was that in the way that the tariff was
25 structured back in April of last year and

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1 through the revisions through October 2nd,
2 I think, was the last one I've seen, there
3 are two paragraphs in the tariff that
4 address that, and that Southwestern Bell
5 upon receipt of large orders — and we
6 crank the numbers out — it became apparent
7 to us that we needed to better what the
8 tariff was offering for the community and
9 for us, too.

10 So that's our intent, is to
11 evaluate the business on each individual
12 CLEC client and determine those intervals
13 based on what they have submitted to us for
14 processing.

15 MS. NELSON: So it's not
16 aggregate?

17 MR. HUTCHINS: That is
18 correct. We would like to go forward and
19 take each CLEC on their own merit and their
20 own business and entertain that with them
21 specifically.

22 MR. IVANUSKA: But let me
23 clarify. In the past, we've been told that
24 you can't just stage out five and five
25 for — for example, Sprint's applications.

1 better to do and look at the individual
2 business that a CLEC offers and, again,
3 evaluate theirs on a going forward basis.
4 MS. NELSON: So have you in
5 the past looked at aggregates?

6 MR. HUTCHINS: That is
7 correct.

8 MS. NELSON: Okay. And when
9 did you change that policy? I think that
10 might help some of the confusion.

11 MS. LACY: It has been a
12 very recent change.

13 JUDGE FARROBA: Hang on,
14 everybody. I need to remind everyone to
15 please identify yourself and just one
16 person at a time. Thank you.

17 MS. NELSON: And then the
18 other question I have is — well, I guess I
19 have several questions, but the first is,
20 how do you decide which become the first
21 five collocation requests?

22 MR. HUTCHINS: Okay. That's
23 a fair question. When we discuss — like
24 I've had the opportunity to discuss prior
25 to the submission of applications some of

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1 It needs to be considered in the context of
2 the other applications that have come into
3 the ICSC at that time. So this sounds like
4 something different than what we have been
5 told in the past as to how applications are
6 staged.

7 MR. POSCHL: This is Chris
8 Poschl, from North Point. The question
9 that I have is, is this process that you
10 have outlined in your presentations, is
11 this what has been done in the past and
12 what is currently being done now today?

13 MR. HUTCHINS: Good
14 question, and I'll answer both of your
15 questions at this point. As you can see,
16 there are two paragraphs that address —
17 that are addressed in 6.1.1. One
18 entertains the idea of an individual CLEC
19 and then if multiple CLECs and multiple
20 applications are received by Southwestern
21 Bell, we have the latitude to go ahead and
22 aggregate that up.

23 What we've determined is that
24 based on our review and our experience with
25 the tariff in the last year is that it is

1 the business details with our clients. At
2 that point, what I would tell them is that
3 upon your submission of applications to
4 Southwestern Bell, you yourself know your
5 business plan; you know what key offices
6 you would like to be in first.

7 I would make those your priority.
8 So they would come into us with a priority
9 marked on them from the CLEC community, and
10 those would be processed in that order as
11 defined by the CLEC.

12 MS. NELSON: So you would
13 give them the first five that they
14 designate as the first priority. Those
15 would always be the five that would be
16 addressed within 15 days.

17 MR. HUTCHINS: Right. That
18 would be our intent, is that we would put
19 those first. We recognize with them that
20 those are their key offices they would like
21 to have in place first. Those would be our
22 first handleds — that we would handle.

23 MS. NELSON: Okay. Have you
24 sent out an accessible letter or anything
25 about the changes in policy with regard to

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1 the aggregate numbers or individual
2 numbers?

3 MR. HUTCHINS: No. We have
4 not, on that change.

5 MR. AUINBAUH: Mike
6 Auinbauh, for Southwestern Bell. Donna,
7 let me try to help. The tariff would still
8 apply. I think what we're telling you is
9 that our internal processes have been --
10 we're modifying them to be more responsive.

11 There is nothing in the tariff
12 that prevents us from being more
13 responsive. We'll do it by the terms of
14 tariff, but we're sharing with you the
15 processes that we are using and communicate
16 here how we can get that done.

17 MS. NELSON: Right. I guess
18 my concern is if there are players out in
19 the field who aren't at this meeting today
20 and they are under the assumption that it's
21 aggregate demand and not individual CLEC
22 demand, they won't know really. But I
23 guess as long as we clarified on this
24 record, and I think you-all, depending on
25 how this eventually comes out, are going to

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1 put some of this stuff on the web site at a
2 minimum.

3 So I guess we can discuss that as
4 we go along.

5 MS. ERVIN: This is Janis
6 Ervin. And I certainly would never want to
7 discourage you from making life easier for
8 people. But I would like to just
9 understand. When you say this has been a
10 recent change. We're talking in the last
11 month or something -- is that what we're
12 talking -- so that people can have a clear
13 understanding that if they have been having
14 any problem in the recent past that it has
15 been such a recent change that they should
16 now be able to expect that life would
17 improve for them. Correct?

18 MR. HUTCHINS: It became
19 apparent to Southwestern Bell early on that
20 this was going to be basically some
21 extended intervals, and we looked closer at
22 those and thought what can we do to help
23 better that process. And we looked again
24 at the tariff to see what direction we were
25 given. And at that point, I would say it's

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1 probably at the end of '98 is when this
2 became apparent to us, that we can really
3 offer a better interval by taking a look at
4 each on their own merit and how would we
5 deal with that internally.

6 MS. ERVIN: If I could just
7 ask a question of the CLECs that are
8 participating today. I remember in a
9 previous meeting some complaints about
10 their particular issue. Is there anybody
11 present here who has had this problem and
12 it's still lingering that hasn't now been
13 accommodated by this change?

14 MR. KERSH: This is Mike
15 Kersh, with ACI Corp. And it's not exactly
16 the same as what you're asking, but my
17 issue is this -- and I simply want to be
18 practical about this, in us trying to
19 establish our presence here in Texas. As a
20 CLEC, in order to establish our presence
21 here in the business that we're in and the
22 services that we provide, which is
23 basically XDSL-type services, we need to
24 come in in more than five offices.

25 You-all know that; we all know

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1 that. In fact, there is probably three
2 companies that are very, very similar
3 sitting at this table here that are
4 similar. What I'm asking is in this
5 process and like to explore, is I
6 understand the tariff. I understand the
7 time frames. But it's been my experience
8 around the Company in doing hundreds of
9 these and most recently -- or not most
10 recently but continually working with one
11 of the other operating companies, Pacific
12 Bell and all around the country, that from
13 start to finish it takes about 120 to 150
14 days to put a collo cage together.

15 It doesn't matter -- and I'm just
16 paraphrasing what is happening in the
17 industry. It doesn't matter whether it's
18 one or 100. I think it's probably evident
19 also to you as well as us that, you know,
20 it's been known for some time that we're
21 going to come in and ask numerous cages in
22 different areas. For example, Pac Bell has
23 turned up 200 cages in a month and --
24 because you guys are kind of compadres, you
25 know, and know what each other's business

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1 is.

2 I think you realize (inaudible)
3 the same players. What I would like to do
4 is work out a method, partner with you
5 guys, that we can bring this time frame up,
6 because here's the scenario I'm faced with.
7 If I drop five applications at a time, and
8 I have 100 applications and I only drop
9 five a week, it takes me 20 weeks to drop
10 my applications.

11 I can't get into business that
12 way. If I drop them by city areas, like,
13 say, the Dallas area, the Houston area and
14 the Austin area, for example, I'm going to
15 end up dropping applications there. It's
16 going to be 20, 30, 40, you know, whatever
17 our business plan states. And in doing
18 that, when you figure out the basis — and
19 you guys have done a good job in bringing
20 it up with the tariff in terms of what the
21 tariff says — I still don't get
22 applications or quotes back until the June
23 time frame.

24 Now, if you take the June time
25 frame, I applied in — I applied the first

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1 of February and get my application back in
2 June, my quote, then it takes 90 days, and
3 you may be quicker, and that's good. That
4 will be good, 90 more days, that's just an
5 amount of time that you can't live with
6 business plan wise.

7 I would propose maybe there is
8 some way we can work at shortening this
9 quote time frame.

10 MS. ERVIN: This is Janis
11 Ervin again. Am I misunderstanding
12 something? Shouldn't a portion of that
13 large order have received its quotes before
14 June? I mean, isn't that what you're
15 telling us?

16 MR. KERSH: Right. And,
17 again —

18 MS. ERVIN: And that's
19 certainly what the tariff would seem to be
20 telling us. Correct?

21 MR. HUTCHINS: I was just
22 going to say that as we addressed — and
23 that we would work with a particular
24 organization to be sure that upon our
25 receipt of those, they are prioritized and

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1 we're going to get them out.

2 What we intend to — again, those
3 are maximums that we have stated. I want
4 to stress that. It says 45 business days,
5 and if we can get that quote to you earlier
6 than that, Mike, we will do that.

7 MR. SRINIVASA: So you're
8 saying 100 percent will be within 45 days,
9 but some of them would be less than that.
10 Wouldn't you say that about 80 percent of
11 them would be —

12 MR. HUTCHINS: Whatever the
13 numbers crank out to be, based on that
14 assigned schedule, is the way that —
15 that's the raw plan. That's what is on the
16 paper. Our intent is to look at those,
17 better those dates where we can create
18 efficiencies, is to do that and provide
19 that back to you as soon as possible. It
20 doesn't help us to hold those.

21 We want to get them on and get on
22 to other business as well.

23 MS. NELSON: Are you saying
24 that is not happening?

25 MR. KERSH: What I'm

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1 saying — this is Mike Kersh, for the
2 record, ACI Corp. What I'm saying is, is
3 that we have been given dates for quotes
4 that are within the tariff because that's
5 the best you can do at the moment as your
6 marshalling your resources that you're
7 feeling.

8 What I'm suggesting is, is there
9 are ways of maybe compressing this time
10 frame, because I'll give you an example.

11 MS. NELSON: Okay. But
12 before you do that, let me just — I need a
13 really clear answer to the question I
14 asked, which is: If you submit 50
15 requests, are you getting five back within
16 the 15-day interval?

17 MR. KERSH: Yes. They are
18 cranked — they are by the letter of the
19 law by the tariff. That is correct.

20 MS. NELSON: Okay. And then
21 you're getting 25 back within —

22 MR. KERSH: Right. For
23 example —

24 MS. NELSON: — or five more
25 within 25 days and then —

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1 MR. KERSH: Correct.
2 MS. NELSON: That's -- okay.
3 Have there been other experiences?
4 MR. KINSLOW: Mike Kinslow,
5 ICG. We've never got any of our quotes
6 back in five days.
7 MS. NELSON: No. It's 15
8 days.
9 MR. KINSLOW: 15 days.
10 JUDGE FARROBA: When was the
11 last time you made a request?
12 MR. KINSLOW: We made all of
13 ours in September.
14 MS. NELSON: Okay. And I
15 sort of would like to get other people's
16 experience also, just on whether the time
17 frames in the tariff are being met. Yes,
18 sir.
19 MR. WITTRY: Jon Wittry,
20 NEXTLINK. I have two questions for you.
21 One --
22 MS. NELSON: Wait. No. I
23 asked a question --
24 MR. WITTRY: It addresses
25 your question. I sent in two applications

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1 that were received on the 19th of January,
2 stand-alone applications.
3 I called and was told that there
4 was a 180-day time frame for the quotes. I
5 received nothing in writing, no further
6 documentation. Am I to expect new
7 documentation to tell me that I will get
8 the quotes sooner?
9 MS. ERVIN: Sir, how many
10 collocation requests were on that
11 application?
12 MR. WITTRY: There were only
13 two.
14 MS. ERVIN: On January 19th,
15 and you were given out -- pardon me -- a
16 180-day close?
17 MR. WITTRY: I was told
18 verbally it was 180 days. I have received
19 nothing in writing.
20 MS. LACY: This is Debbie
21 Lacy. When we recognized that we needed to
22 help you guys get into business quicker and
23 provide the quotes earlier, that's when we
24 changed our process to look at each
25 individual customer opposed to all of the

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1 CLEC community and what they submitted
2 within a five business day time interval.
3 Your quote intervals will be
4 recalculated. Like I mentioned earlier, it
5 was a very recent change, within a week.
6 And we recognized whenever we received, for
7 an example, 200 applications in Dallas
8 alone that we needed to do something to
9 help you guys out, and that's why we got
10 together as a team to determine how we
11 could improve this process.
12 JUDGE FARROBA: Okay. Well,
13 then, let me ask you something. You're
14 talking about this is a -- you have already
15 made the change, but he hasn't -- NEXTLINK
16 hasn't benefited from the change yet. So
17 evidently the change is not in place yet.
18 MS. LACY: It is in place,
19 and he just has not been given his official
20 notification. What we've had to do is go
21 back and look at all of the applications
22 that came in at the same time so that we --
23 and we're still going through that process
24 today, and I can assure you you will get,
25 because the NEXTLINK applications were

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1 received in that same time frame and you
2 will get your better quote interval.
3 MS. NELSON: But shouldn't
4 he get the quote back, like, today or
5 Monday?
6 JUDGE FARROBA: What I was
7 going to ask along those same lines more
8 generally, all these people that haven't
9 gotten theirs within 15-day intervals, when
10 are they all going to get their quotes?
11 MS. LACY: This is Debbie
12 Lacy again. And the best way we determined
13 how we could do that, since we're looking
14 at applications that came in in the January
15 time frame and NEXTLINK happened to be
16 behind a couple of companies that submitted
17 a large quantity, is that we knew that we
18 had to have some kind of a cutoff time, and
19 I believe that cutoff date was February
20 4th.
21 JUDGE FARROBA: Okay. Wait.
22 So what --
23 MS. LACY: So what I'm
24 saying is that we couldn't go back to the
25 original application receive date, then

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1 calculate 15 business days from that point
2 because we probably had already exceeded
3 that when we realized we had a situation
4 that we need to improve upon.

5 JUDGE FARROBA: So you're
6 saying that everybody is going to get their
7 quotes by February 19th.

8 MS. LACY: Depending on the
9 number of applications.

10 JUDGE FARROBA: Well, it's
11 their first five.

12 MS. LACY: That's correct.

13 MR. POSCHL: This is Chris
14 Poschl, for North Point. I would like to
15 answer your question. We submitted a lot
16 of requests in June of last year, in that
17 summer time frame, and I believe that was
18 before this tidal wave of applications of
19 comment.

20 We've been pretty happy with the
21 results back then and the cage delivery.
22 But I want to bring up a point, is that
23 we've requested an augment, a subsequent
24 application to existing collocation cages
25 for conduit. And the unfortunate part —

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1 we've been working with phone calls with
2 Glen who has been doing a great job in
3 working with us to get these conduit, which
4 is the connection between Cage 1 and Cage 2
5 in the same central office using PVC pipe,
6 and that's how we're able to connect with
7 another collocator.

8 There is about nine of them in
9 the Texas area, and it's almost been a
10 month and we still have not received an
11 official quote from the ICSC on three
12 quarters of them, and wanted to know how
13 does an augment work with his processes of
14 outline, because I'm finding that because
15 now that there is a huge onslaught of
16 applications within the ICSC and the NSS
17 that everything is getting backlogged.

18 And it's a little difficult to
19 understand why that if an augment, if it's
20 a specific request as opposed to building
21 the cage, the infrastructure, fiber and all
22 of that, this is just — it's a smaller
23 type of request, but it's still taking the
24 same amount of time.

25 MS. NELSON: I think we can

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1 get into augments, but I would sort of like
2 to clear the record just on the original
3 collocation requests and building before we
4 move to augments because it's a different
5 process.

6 MR. IVANUSKA: This is John
7 Ivanuska with Sprint. We submitted
8 probably 100 applications, I think, prior
9 to New Years. And we should have — by the
10 five and five staging, we should have 10
11 quotes back by now. I don't believe we
12 have any out of that original bundle that
13 came in.

14 We've got some applications prior
15 to that, but in our late December
16 submission, we're still waiting on those.

17 MS. LACY: This is Debbie
18 Lacy. May I ask you a question? Were
19 these all for Texas?

20 MR. IVANUSKA: There was
21 a — no. They were throughout the
22 Southwestern Bell region.

23 MS. LACY: Okay. And the
24 reason I ask that question is because the
25 15 business day interval, quote interval,

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1 applies to Texas applications, not to any
2 of the other areas.

3 MR. IVANUSKA: I understand
4 that. But we submitted a significant
5 amount for Texas that would be probably
6 tracking separately under the 15-day
7 interval as opposed to Kansas and Missouri,
8 that's a separate interval?

9 MS. NELSON: And that
10 shouldn't change the fact that he shouldn't
11 still have 10 by now.

12 MR. SRINIVASA: Did you have
13 priority? Again, for Sprint, did you have
14 any priorities for those offices, you know,
15 however number you requested in Texas? Did
16 you assign any priority to those?

17 MR. IVANUSKA: Well, in
18 fact, I did. But I prioritized them across
19 the Southwestern Bell region, because it
20 was indicated to me that the staging of
21 five within a 15-day interval applied
22 between Sprint and the Southwestern Bell
23 ICSC, not on a state-by-state basis.

24 So I prioritized some non-Texas
25 offices earlier because I was told I

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1 can't -- it wasn't relevant to prioritize
2 state-by-state, if you see what I'm saying.
3 MS. NELSON: But that raises
4 an important issue, which is, if you have a
5 company submit multiple -- 100 applications
6 in a five-state region and 50 of them are
7 in Texas, does that still mean they are
8 going to get back five within the first 15
9 days of the ones in Texas or is it --
10 JUDGE FARROBA: Well, and
11 not only that, why did they have to
12 prioritize them across the entire region?
13 They should be able to prioritize in Texas
14 for Texas.
15 MR. HUTCHINS: And they can.
16 What I'm saying is that a CLEC can indicate
17 to us what preference they would like
18 Southwestern Bell to process those
19 applications in.
20 MS. NELSON: Right. We
21 understand that a CLEC can do it, but I
22 guess the question is, will you-all respond
23 to the fact that they have asked for a
24 certain time frame for certain
25 collocations?

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1 MS. ERVIN: This is Janis
2 Ervin again. Has this prioritization
3 policy -- has it ever been written up
4 anywhere for your wholesale customers? In
5 other words, is it somewhere on the web
6 site or is it somewhere in an accessible
7 letter so that they would know that if they
8 are submitting an order for, you know, 60
9 sites in three different states that they
10 need to prioritize it for each state or
11 whatever?
12 Do you see what I'm saying? I
13 think probably the answer to that is "no."
14 MR. HUTCHINS: Probably.
15 MS. ERVIN: Okay. That
16 might be a good idea.
17 JUDGE FARROBA: Wait. Just
18 a second. What was the answer.
19 MS. ERVIN: No.
20 JUDGE FARROBA: But was your
21 policy that they have to prioritize on a
22 regional basis, and now is it changed to
23 they can prioritize on a state basis? Just
24 a second. I want to get a response to my
25 questions.

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1 MR. HUTCHINS: Okay.
2 Basically what I would like to go ahead and
3 say at this point is that in the technical
4 publications that govern our operations in
5 the Missouri, Oklahoma, Kansas, Arkansas
6 area, as well as in Texas, in those
7 technical publications, those dates, those
8 staggered dates, basically are mentioned in
9 there.
10 They are in there to address the
11 scenario. What I would like to go ahead
12 and further say is that as we look and
13 we're focusing on Texas today, we are
14 abiding by what we have seen and read and
15 is apparent in the tariff as far as
16 handling the applications as they are
17 submitted from the CLECs.
18 In the past, we have looked at
19 the multitude of the requests that have
20 come in. It was -- again, like what I said
21 earlier is that it became apparent to us
22 that those produced dates for quotes that
23 were far out there, if you will, and a bit
24 unreasonable. We could even see that. So
25 then we took a second look at the tariff --

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1 I want to say that again -- and said "What
2 latitude do we have in there? How can we
3 help better the situation"? And to do
4 that, we decided that we would then look at
5 and evaluate on your own business your
6 particular requests.
7 JUDGE FARROBA: Okay. I
8 don't think that was responsive to my
9 questions. And as far as looking at the
10 tariff, I don't believe it says you can
11 aggregate everything. That is an
12 interpretation and a policy issue. So -- I
13 mean, my question is, what is your policy
14 as far as prioritizing?
15 Are you telling people they have
16 got to prioritize on a regional basis, or
17 are you telling them for Texas they can
18 prioritize for Texas, and is that in the
19 tech pub, because that -- you talked about
20 the time frames being in the tech pub. You
21 didn't talk about the prioritization
22 process being in the tech pub.
23 MS. NELSON: And then how
24 does the five within 15 days fit within
25 that? Like if they have submitted 100 for

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1 five different states, how does that
2 prioritization fit within -- is it five in
3 all five -- is it a total of five across
4 five states, or is it five within Texas
5 that they get in 15 days?

6 JUDGE FARROBA: I know that
7 was a lot of questions.

8 MR. HUTCHINS: Okay. If you
9 will give me a moment, I'll get back with
10 you on that.

11 (Pause in proceedings)

12 MS. NELSON: Why don't we go
13 ahead and take a break right now, and then
14 you-all will have a minute to discuss that
15 among yourselves, and we'll come back in
16 10 minutes.

17 (Brief recess)

18
19 JUDGE FARROBA: Let's go
20 ahead and go back on record. If I could
21 get a response to that series of questions
22 before the break, that would be great.

23 MR. HUTCHINS: Thank you.
24 Glen Hutchins, Southwestern Bell account
25 team. What I would like to go ahead and

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1 say at this point is that for Southwestern
2 Bell the business that we saw come in
3 during January of 1999 was a landslide, if
4 you will.

5 We processed as many new
6 applications in January of 1999, or to date
7 anyway, in February, as basically the
8 entire collocation build-out process we had
9 in all of '98. So to manage this change --
10 that's what we've been trying to do, is to
11 manage the change that was brought to
12 this -- brought to our attention during
13 this January time frame and to go back and
14 take a look at, again, under the tariff
15 what restrictions and what latitude did we
16 have to make a better interval for these.

17 The issue about setting priority,
18 how I would like to address that, is that
19 if we have the opportunity as an account
20 team to visit with our clients prior to
21 them submitting applications, this is what
22 we would talk about. Particularly if you
23 bring to my attention that you're intending
24 to get into business, this is the amount of
25 business you're intending to do and this is

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1 what you want to do, that's what we would
2 do with you upfront is to work with you on
3 establishing you-all's priorities and
4 making sure that that is aware -- that
5 you're made aware of those things.

6 We consider this servicing the
7 account. This is basically a service that
8 we're providing extending out to the
9 client, to help them understand through
10 Southwestern Bell how better to manage
11 their process. That's what I would like to
12 say about that issue, is that we consider
13 that part of servicing the account and
14 working with the client. If they choose
15 not to give us a call upfront and turn in a
16 large number of applications, then we can't
17 assist them in that discussion and help
18 them understand that, to a degree.

19 JUDGE FARROBA: Okay. But
20 we heard earlier that people are told how
21 to prioritize, and they are told to do it
22 on a regional basis and I want to know if
23 that's -- that doesn't sound like the
24 account team is sitting down and working
25 out a prioritization plan. I mean -- so

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1 has the policy changed?

2 MR. HUTCHINS: No. No.
3 We're going -- I would talk and work with
4 each client individually. I mean, if they
5 are looking at Texas, we would talk about
6 Texas, and you're going to tell me what
7 your interest is for Texas. Those
8 intervals would be set based on Texas.

9 We're going to look then -- if
10 you're going to talk about the Missouri,
11 Oklahoma, Missouri, Kansas, Arkansas time
12 frame, I would say, "Okay. Now, I'll
13 change my hat. Let's talk about those
14 dates and what you would like to do in
15 those states."

16 MS. ERVIN: This is Janis
17 Ervin. So there really is no formal policy
18 regarding prioritization of an application.
19 It is simply something that occurs
20 hopefully between the wholesale customer
21 and the account representative. Is that
22 correct?

23 MR. HUTCHINS: That is
24 correct.

25 JUDGE FARROBA: Just a

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1 second. Let me -- I want to ask the CLECs
2 if that's been your experience.

3 MR. IVANUSKA: May I comment
4 on that? John Ivanuska, from Sprint. We
5 had meetings with senior executives at
6 Sprint in the November time frame.

7 We laid out the scope of our
8 collocation initiative for 1999 and 2000
9 and requested a partnership with
10 Southwestern Bell. We got a very good
11 reception there at the very senior level
12 saying "Yes, we're willing to partner with
13 you." We had follow-up meetings at a
14 working level where we began to share CLLI
15 code level detail of the end offices we
16 were interested in collocating at.

17 At that meeting, it was made very
18 clear to us, "We want to partner with you,
19 but you do understand that we have this
20 staging process, and this staging process
21 is, you know, we'll work five and 15, five
22 more and 25, whatever that is, and you are
23 going to be staged along with the other
24 demand that comes into our ICSC."

25 So we did exactly what you're

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1 suggesting. And the account team said,
2 "We're -- we hear you. We want to partner
3 with you, but, you know, we are
4 constrained. Look at our tariff." And we
5 said, "Well, in our mind, in Sprint's mind,
6 a partnership means, you know, we're going
7 to really partner and work to meet the
8 deliverables that Sprint has."

9 That's the objective of the
10 partnership. And the answer was, "We'll
11 partner with you, but we do have some
12 tariff constraints," and it was
13 communicated that it was an aggregate
14 count.

15 MR. HUTCHINS: And can I ask
16 you, John, then on a clarity issue again
17 what time frame was this in?

18 MR. IVANUSKA: Well, this
19 happened in probably -- the detailed
20 meetings happened, oh, around the December
21 15th, 16th time frame.

22 MR. HUTCHINS: And as we've
23 indicated coming January of 1999 is when we
24 saw this to be right at our face a visual
25 example that we're going to have to change

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1 or modify and look at what the tariff
2 allowed for Texas and to go forward with
3 evaluating those clients on their
4 individual merit.

5 So I understand what you are
6 saying. Again, I think it was prior to us
7 getting to that point and understanding
8 that we're going to have to look at that at
9 a closer detail, and that's what we did in
10 January.

11 JUDGE FARROBA: I just -- I
12 would like to get an answer from the CLECs
13 on what you are being told about how to
14 prioritize; is it regional or Texas basis
15 or what your understanding of that is.

16 MR. POSCHL: This is Chris
17 Poschl, from North Point. I guess back in
18 June and July we were asked to prioritize
19 statewide, by Texas.

20 MR. KERSH: This is Mike
21 Kersh, from ACI Corp. We went through
22 submitting applications that we have
23 prioritized ourselves based on the state.

24 MR. IVANUSKA: John
25 Ivanuska, at Sprint. We were told to

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1 prioritize because we were submitting
2 applications for Southwestern Bell states
3 and Pacific, region-wide Southwestern, and
4 Pacific prioritized those separately so we
5 could have two sets of prioritizations, and
6 the Southwesterns were across many states
7 because we are interested in several
8 Southwestern Bell states.

9 MS. NELSON: And I still, I
10 don't think, have an answer to the question
11 I asked, which is: If you have a
12 region-wide application with several
13 different states, do you still get five
14 collocation requests within Texas within 15
15 days?

16 MR. HUTCHINS: Their first
17 five would be processed in 15 days, 15
18 business days.

19 MS. NELSON: The first five
20 in Texas.

21 MR. HUTCHINS: Yes.

22 MS. ERVIN: This is Janis
23 Ervin. On that note, getting to the change
24 in your interpretation of the tariff from
25 aggregate for all CLECs versus for the

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1 particular CLEC, you said something about
2 the fact that, you know, now in this recent
3 change — okay — very recent apparently —
4 you know, that you are having to
5 re-evaluate at whole herd of orders that
6 you received last month and that you intend
7 to be getting back to these customers by
8 February 19. Was I correct in that, in
9 understanding that?

10 Have any of those customers been
11 notified at this point that a change — a
12 change in interpretation has taken place
13 and we're working as fast as possible to
14 get back to you by a certain date? Do you
15 know?

16 MR. HUTCHINS: We are in the
17 process of doing that evaluation and
18 notification, and I know to some we have
19 had that communication. I don't know to
20 what degree we're complete with that, is
21 the way I would address that.

22 MR. SRINIVASA: I need to
23 ask something. If a CLEC files requests
24 for one collocation space, what do you do
25 to process that?

1 Debbie Lacy. And if we have those
2 applications like for multiple customers
3 for the same central offices, we have those
4 available at the time we coordinate our
5 site visit, then we evaluate for all
6 applications that we have on hand for that
7 particular office.

8 MR. KERSH: This is Mike
9 Kersh, with ACI Corp. I have two points,
10 one question along this point. When you do
11 that evaluation, because now you're knowing
12 this wave has hit you, I assume if it's
13 anything like in other areas, that you go
14 condition or you go look at conditioning an
15 area in a central office, you maybe do it
16 by building dates or whatever.

17 You look at an area and you say,
18 "Oh, here is a building bay's worth of area
19 which would equate to four cages." So you
20 basically ^ I'm just making the kinds I
21 what whatever of the in /TRAOEPLTS are: :
22 Do you — and this is my question: Do you
23 keep that on record so that when you are
24 ready to get a quote or when the next — if
25 you have had three come in and you have one

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1 MR. HUTCHINS: In Texas?

2 MR. SRINIVASA: Right. Say
3 they've named in the following central
4 offices we want 100 square feet each caged
5 physical collocation space. In order to
6 give them the price code for each one of
7 them, what is it that you have to do?

8 MR. HUTCHINS: This (holding
9 up paper). Those are the steps that must
10 be done to evaluate and develop the quote.
11 Okay.

12 MR. SRINIVASA: A second
13 CLEC filed 100 applications for the same
14 100 offices. You would have to do it all
15 over again?

16 MR. HUTCHINS: Well, the
17 evaluation for the space is evaluated based
18 upon each CLEC's — yeah, you're right. If
19 we're going to go through and evaluate how
20 we're going to put that second, third or
21 fourth CLEC in that particular central
22 office, there are some things that we are
23 going to do as far as evaluating that
24 application for that individual.

25 MS. LACY: And this is

1 remaining that you can just immediately
2 within a week turn around the quote?
3 I mean, because conceivably —
4 here's my question: Conceivably, if we
5 have asked for 100 and other people have
6 asked for 100 or 40 or however many and you
7 guys are implementing, say, 200 in the
8 area, which I think you are going to an
9 implementation process of your own as
10 competitors with us, it seems to me that it
11 does not take very long, just a month or
12 two — and I'm just guessing from my past
13 experience — that everything — every
14 central office should be inventoried and
15 you should know the approximate quote
16 price. And that was kind of my point.

17 MR. POSCHL: This is Chris
18 Poschl, North Point. I would like to add
19 to Mike's question. When planning out
20 physical collocation in the central office,
21 how many — because you have to do the
22 infrastructure, the cabling, the overhead
23 racking, asbestos removal, how much do you
24 plan for when you build-out — when you
25 renovate that space or build-out for

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1 collocation? How many cages do you plan
2 for.
3 MR. HUTCHINS: Generally
4 when we're putting in a new area? Is that
5 what you're --
6 MR. POSCHL: A new area or
7 every time you go back in for a subsequent
8 and it's been built and it's been, let's
9 say, a couple of months since you've seen
10 it last -- I understand that, you know,
11 things change, but how many do you plan
12 for?
13 MR. HUTCHINS: Okay. I'll
14 probably have our real estate folks address
15 that in a little more detail. I would like
16 to say something upfront, though. Keep in
17 mind that we're the recipients of all of
18 your applications at one time. As Debbie
19 indicated, we're going to have with us --
20 when we go out and expend our resources to
21 go out and make a site visit, we want those
22 to be as productive as possible.
23 So we're going to have ????????
24 On as and business that we have accumulated
25 during the last two or three days, whatever

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1 the time frame is, to take with us out
2 there and make these evaluations of floor
3 space and et cetera placing these in these
4 areas. As we look at those and can make
5 those determinations, we have in motion
6 already -- we're evaluating new business,
7 but we already have some quotes that are
8 already out there for some of the same
9 space to be looked at by others, the ones
10 of your predecessors that have come in
11 prior to you.
12 Those things can change. As
13 we're evaluating it and somebody else
14 submits an acceptance of a quote, it can
15 change what we just went out there and
16 looked at, if you will. I mean, it's going
17 to be a dynamic process, and we're trying
18 to keep that going forward.
19 MR. POSCHL: I would like to
20 go back to what you were saying. What
21 would change? I understand that when we
22 order collocation, we ask for power, space,
23 fiber access. So I'm kind of -- what would
24 change primarily?
25 MR. HUTCHINS: What I'm

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1 speaking of is the space itself. You're
2 right. You have got three collocators in
3 there and you have one space that we maybe
4 have available at the time that's prebuilt
5 and ready to go. We go out there and
6 evaluate that, but between the time that
7 we've evaluated it for a current business,
8 someone else has accepted that space, then
9 and we have to go out and reevaluate it
10 because we have to build out a new area at
11 that point, and that would change. The
12 cost would be different.
13 MR. POSCHL: Right. And I
14 don't want to ask a proprietary question,
15 but as a whole, are you finding that most
16 of us CLECs are asking for 100 square feet
17 or are they so dynamic that --
18 MR. HUTCHINS: They vary.
19 MR. SRINIVASA: My
20 understanding is -- let me ask it. Isn't
21 it four collocators simultaneously --
22 whenever you try to conduct or come up with
23 some sort of estimate, if it's an inactive
24 area, you need to, say, for example, do
25 some infrastructure work, you plan for four

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1 collocators, don't you?
2 MR. KROST: This is Dennis
3 Krost, Southwestern Bell. Yes. The model
4 is 400 square feet of collocation space.
5 If space is available, it will accommodate
6 that. We always build-out that full model
7 on the initial collocation space.
8 Now, if there is less than that,
9 then it's 100, 200 or 300, depending on
10 space availability. The model is -- could
11 be 100, 200 or 300, if that's all the space
12 that is available.
13 MS. THOMAS: Do you -- in
14 making that assessment, do you also -- this
15 is Meena Thomas, for the record. Do you
16 also -- I mean, if you have space for four
17 cages, each of 100 square feet, then do you
18 also make an assessment of how many more
19 cages you can actually build there if there
20 were any demand for it, not that you
21 actually go out and do it, but some idea of
22 what can that space accommodate so that you
23 don't have to keep going back and making
24 that assessment?
25 MR. KROST: This is Dennis

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1 Krost again. Typically when we're out
2 there looking at space, I think there is an
3 overall evaluation done of that central
4 office; nothing specific in terms of past
5 the first model, but I think in general
6 there is an overall evaluation of space
7 availability.

8 MR. KERSH: Mike Kersh, ACI
9 Corp. And I guess that's where I want to
10 drive this working relationship is, is if
11 that's going on, I feel that we can speed
12 up the process of getting the quotes back.
13 Because my real point, when I first started
14 talking about this this morning was that
15 industrywide it should, from the time I
16 submit an application -- and I've done it
17 around the country -- until it gets built
18 typically -- you know, not the exception to
19 the rule, but typically -- it should be
20 between 4 and 5 months total, regardless of
21 the number of applications I put in place.

22 Now, what I would propose is --
23 or what I -- our problem is, is when you
24 roll 90 to 100 days, although you may be
25 able to better that, on top of the quote,

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1 you're talking about six, seven months.
2 And the other thing I want to say is, is if
3 you provide a quote early to us, that's
4 within -- nobody ever, I don't think, is
5 going to -- going to get mad at you because
6 you cut the tariffed rate by 50 percent.

7 So -- and the problem with having
8 these maximum dates is as a business
9 plan -- you guys can appreciate it -- if
10 I'm trying to get into an area with many,
11 many central offices and I'm throwing at it
12 \$100,000 plus or whatever it is, I can't
13 stage in five office increments. Nobody in
14 the industry does. I mean, it's just
15 not -- you guys don't even do that on a
16 plan, I don't think, but, you know, maybe
17 you do.

18 But in my past experience it
19 hasn't. So all I'm saying is, is that we
20 can't do it based on the maximum, because
21 otherwise if we have, say, 100 offices in
22 the Texas area, which a lot of us maybe
23 have that sort of range, we can't bet our
24 business plan on a maximum and tie up
25 millions -- tens of millions of dollars --

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1 hundreds of millions of dollars, when you
2 took total cost -- hundreds of millions of
3 dollars on a, "Well, we think we can -- or
4 the best we can do for you is seven months
5 from the time you turn in the application."
6 So all I want to do is I want a
7 partner to get this thing down to a 120-day
8 type time frame, and I think the way you do
9 that is by inventorying the central office,
10 keeping the inventory on record and getting
11 the applications turned around within about
12 10 work days regardless of how many.

13 I mean, that's my proposal. That
14 is what I would like to, like a best
15 practice, work towards.

16 MR. IVANUSKA: And if I can
17 add to that point, maybe, and come at it a
18 little differently. What I heard today is
19 your tariff says something that, you know,
20 is creating difficulties for collocators,
21 and you are going to work a practice to try
22 and improve that, you know, through process
23 improvement, practice improvement.

24 You are going to implement
25 practices that better that. But what I

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1 heard is, you're going to try to do better
2 through practices, but I didn't hear any
3 indication that you're going to modify the
4 tariff to reflect that better practice.
5 And if that's the case, you can really
6 always fall back on the tariff, which is,
7 you know, leaves a lot of latitude in its
8 stages and so forth.

9 So my point is, if Southwestern
10 Bell is serious about this, then the
11 practice gets modified, the tariff gets
12 modified and, you know, there is real
13 clarity and real substance to the change.
14 Otherwise, it's a, "We'll try and do
15 better, but, Geez, if we don't, we're still
16 within the tariff."

17 MR. SRINIVASA: That's why,
18 you know, the performance measure that the
19 Commission approved, 90 percent in 35 days
20 is not the same as the tariff. You know,
21 that liquidated damages or penalty that
22 would be applicable is not --

23 JUDGE FARROBA: Yeah. Well,
24 can we just not go into that issue right
25 now? Well, there was somebody back here

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1 that --

2 MR. KINSLOW: Yeah. Mike
3 Kinslow, ICG. Glen, just a clarification.
4 If two companies are competing for the same
5 floor space, how do you determine who gets
6 the floor space?

7 MR. HUTCHINS: I understand
8 your question to be that we, Southwestern
9 Bell, then would be faced with situations
10 where we have multiple collocators that
11 have requested central office physical
12 collocation space. How do we handle those
13 requests on evaluating floor space for
14 those? Is that correct?

15 MR. KINSLOW: Yes.

16 MR. HUTCHINS: It is -- we
17 have to honor -- and I think you can
18 appreciate this -- we have to honor and
19 take into account those applications as we
20 receive them. As we get the information in
21 and evaluate it for that customer, we're
22 going to look at that central office that
23 you have put an application in for,
24 evaluate your request in total, including
25 the floor place that we're going to place

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1 you, and incorporate that into your quote
2 and send it out.

3 Now, if behind that I've got
4 another application within a day or so and
5 is looking at placement in that same
6 central office, we're again going to give
7 that customer the same detailed look, how
8 are we going to provision for this
9 particular customer. And at that point, I
10 still have got 100 square feet of space.
11 They are going to get a look at that space,
12 too.

13 Now, if you take within your 65
14 business days time to review the quote, and
15 10 or 15 or 20 days into that interval you
16 submit your acceptance of that quote to
17 Southwestern Bell and you are the first one
18 to do it, that space then is locked down
19 for you.

20 JUDGE FARROBA: I have a
21 real technical question on that. Is it
22 from the time the entire application is
23 filed, if there are like 100 offices as
24 long as it's one of your central offices,
25 or is it according to that schedule when --

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1 for example, if two people file a request
2 for 100 and one of them has it in their
3 first priority group and the other has it
4 in their second, what is the time -- how do
5 you-all try to --

6 MR. HUTCHINS: The
7 assignment of that, really you have to kind
8 of take a look at the front end process.
9 How did the applications come into
10 Southwestern Bell? Okay. Where is our
11 point of -- our first point of contact, if
12 you will, in the application? They are
13 going to come into the ICSC center. And at
14 that point is when they are logged, stamped
15 and processed.

16 So upon receipt of that is how
17 we're going to make that determination,
18 what comes in first. If they come in that
19 morning, then they are going to be
20 processed that morning.

21 MR. POSCHL: This is Chris
22 Poschl, North Point. Are you going to
23 prioritize it based on the request for the
24 quote on the initial application or when
25 the collocator provides the 50 percent

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1 down? The last cage, two collocators, will
2 that determination be made on when the
3 first -- when the initial request on the
4 application for a quote was provided to
5 Southwestern Bell and received, or is it
6 when the first 50 percent down payment is
7 received by Southwestern Bell?

8 MR. HUTCHINS: We're going
9 to handle the quotes in the order we
10 received them. As far as what space that
11 you're locked into, that is upon our
12 receipt back and confirmation that you've
13 accepted the quote. You've recognized it.
14 You submitted to us your acceptance of it
15 on a signature basis. That's when it's
16 going to be locked in --

17 MR. SRINIVASA: What
18 percentage of the request that you get for
19 price quotes you get authorization? Have
20 you had any experience like that, if they
21 asked 500 quotes and how many of them
22 really get --

23 MR. HUTCHINS: Are you
24 saying in today's business how many of them
25 that we send out as a quote are accepted?

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1 I would say, well, 95 percent or better.
 2 It's a great percentage. We don't have
 3 that many anymore. I think in the early
 4 days of collocation it was probably a
 5 little different, but in today's business
 6 it's pretty much submitted out.
 7 MR. WITTRY: Hey, Glen,
 8 keeping in the same context of that
 9 thought, I get my application in a day
 10 behind the other CLEC. He gets the space.
 11 What happens to me?
 12 MR. HUTCHINS: It's --
 13 again, you're evaluated at that time. Once
 14 we recognize that that initial model, if
 15 you will, has been completed, and that we
 16 have all the collocators in that place, we
 17 are looking to say, "Where are we going to
 18 put you next and what's it going to be? Is
 19 it going to be in another area? We're
 20 going to have to build that in a separate
 21 area in that CO, or is it an extension of a
 22 given area?"
 23 And then we come back to you.
 24 And if it changes -- if that cost of yours
 25 changes, then that is going to be reflected

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1 on your quote. You get a revised quote for
 2 that detail.
 3 MR. WITTRY: Does the
 4 process start over?
 5 MR. HUTCHINS: The process
 6 for...
 7 MR. WITTRY: What is the
 8 time frame? Say I get a revised quote from
 9 you-all, what time frame? 180 days?
 10 MR. HUTCHINS: Well, the 180
 11 days -- and we'll go through that as we
 12 look at the 90 and the 180 day process.
 13 The 90 -- I want to go ahead and just
 14 state -- that has to do with --
 15 MR. WITTRY: Do I take --
 16 MR. HUTCHINS: -- if it's
 17 already central office space. If it's
 18 already conditioned for equipment, then
 19 it's a 90-day build-out.
 20 MR. WITTRY: The CO is full.
 21 You're going to have to go to construction.
 22 So I go in at a different quote?
 23 MR. HUTCHINS: If it goes
 24 into what we might consider other CO space
 25 that's administrative, old administrative,

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1 whatever, and it's just not switch ready,
 2 then it would be -- yeah. Your interval
 3 then would be a 60-day -- excuse me -- a
 4 six-month, 180-day interval for that
 5 construction period.
 6 MR. WITTRY: Okay.
 7 MS. THOMAS: The 15-day
 8 interval gets delayed or it is based on the
 9 fact that the application is complete, the
 10 fact that you're having so much trouble
 11 actually getting applications done within a
 12 reasonable period of time, how do we ensure
 13 that the CLECs know that the applications
 14 are complete very early on so that the
 15 15-day interval doesn't get delayed even
 16 further?
 17 MR. HUTCHINS: Well --
 18 MS. THOMAS: Because it
 19 seems to be a 3-day, 13-day and they are
 20 informed at every stage, isn't it? So that
 21 seems to delay the 15-day interval.
 22 MR. HUTCHINS: Our intent
 23 was, is to do it within the 15 business
 24 days after it was dated. We're going to be
 25 evaluating that all the way through that

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1 process. It doesn't get -- if at any point
 2 in time we find anything in there that we
 3 need to bring to the attention and clarify,
 4 we're going to do so.
 5 MS. THOMAS: So does the
 6 15 days start all over again?
 7 MR. HUTCHINS: No, it won't.
 8 We do not want to put it on hold, if that's
 9 your question. Would the application go on
 10 hold. If we've not been able to resolve
 11 issues with the customer on clarity on how
 12 we're going to go ahead and engineer and
 13 provide a costing and pricing for that
 14 particular quote, then I would have to
 15 inform that client that for this location
 16 we may not meet the jeopardy date of the 15
 17 days because we've not been able to come to
 18 terms of what you really want and how are
 19 we going to price that for you.
 20 So through an interaction with
 21 the customer, we are all the time -- we're
 22 not going to place it on hold until it
 23 comes to be a crucial date and that we're
 24 not going to be able to meet that because
 25 we've not been able to resolve the issues

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1 with the client for that particular office
2 so that we can offer them a quote that is
3 reflective of what their needs are.
4 MS. THOMAS: And do they
5 find about that on Day 1, or do they find
6 out about that on Day 13?
7 MR. HUTCHINS: Again, when
8 we notice that things need to be brought to
9 their attention, whether it's Day 1, 2, 5,
10 6, we are going to bring it to their
11 attention at that time. We'll then
12 continue to work to resolve that within
13 that 15 business day or 25 business day
14 window, whatever that quote is carried, and
15 if we've not been able to satisfy that at
16 that time we would then be faced with that
17 scenario I just presented.
18 MS. THOMAS: So if you find
19 out on Day 13, then what happens to that
20 interval? Is it -- you tag on 15 days, an
21 additional 15 days to that? I mean, is
22 there any process to this, because is
23 this -- if the application is incomplete,
24 then does it really -- does it become -- is
25 it Southwestern Bell's discretion to decide

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1 when that application gets --
2 MR. AUNBAUH: Meena, I
3 think -- Mike Aunbauh, for Southwestern
4 Bell. I think maybe you weren't in here
5 yet. We went through the process early on
6 and showed where we screen the
7 application --
8 MS. THOMAS: Right. I did
9 see that.
10 MR. AUNBAUH: Yeah. I
11 thought maybe you hadn't seen that. There
12 are several places through the process
13 where our folks are looking at the
14 application. And some stuff is very
15 obvious, if the field isn't filled in, and
16 we know we have to know that field.
17 Sometimes it's not so obvious.
18 It gets down to an engineer who is saying,
19 "Well, this doesn't make any sense," and
20 that is maybe a little later in the quote
21 process. But what Glen is trying to
22 explain is given that very wide range from
23 the very obvious to the not very obvious,
24 as soon as we find out, we're getting back
25 with the customer to say, "Whoops, we ran

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1 into this situation on your quote."
2 "We need to know this
3 information," and hopefully we can resolve
4 it right there and move on. You know, but
5 it depends on the nature of the information
6 that you need. That's the difficulty here
7 because there is not just one answer.
8 MR. POSCHL: This is Chris
9 Poschl, North Point. Mike, I do appreciate
10 that. Actually I do appreciate the current
11 changes you have to that, to make sure that
12 everything gets screened through. But I
13 would like to point up one instance that we
14 provided an application on January 11th,
15 fully complete, and did not get notice from
16 the ICSC that the ACTOL assigned was not
17 correct until three weeks later, and that's
18 where I think that maybe this instance was
19 outside of your new process.
20 And I would like to, one, find
21 out if that is a possible case since it's
22 been changed of a week ago, or how can I
23 be --
24 MR. AUNBAUH: Are you
25 talking augments? It was augments you were

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1 talking about earlier and was it actually
2 ACTOL or the CLLI code?
3 MR. POSCHL: Well, the ACTOL
4 is the three characters after the CLLI
5 code, which assigns the collocation cage.
6 And the instance that we were in is that
7 Southwestern Bell did not assign an ACTOL
8 to our collocater when we first submitted
9 the application during that process.
10 It was issued to our
11 interconnecting collocater, and then it was
12 sent back to us. So I'm just trying to --
13 MR. AUNBAUH: I think
14 that's probably a pretty good illustration
15 of a piece of information that until we got
16 down to -- there was an inconsistency, as I
17 understand it, on that application. It
18 said one thing here and one thing here and
19 until they got down to trying to sort out
20 what it is they were trying to provide,
21 they didn't realize the inconsistency.
22 It looked right. The field was
23 filled in. It just happened to be that
24 when you got down to the detail person
25 saying "This is what we're trying to do" --

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1 and, again, I don't have personal knowledge
2 of that. I was aware of it generally.

3 MR. POSCHL: But I would
4 like to say that —

5 MS. NELSON: Well, I guess
6 his question was, why — if it was missing,
7 why did it take three weeks?

8 MR. POSCHL: And I just
9 wanted — in your process here, it talks
10 about before Day 3 each work group receives
11 the application for screening. So I'm
12 trying to see that — I should have gotten
13 the response, you know, three or four
14 business days after that was sent out.

15 So I would like to hear that the
16 process is now in place and that I may have
17 gone through a portion of time when it
18 was — this process was not in place, so I
19 know, going forward, that I can be
20 reassured.

21 MR. HUTCHINS: I would like
22 to go ahead and address that at this point.
23 Chris, for that particular application, let
24 me go ahead and share with you what we have
25 been confronted with and how we're trying

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1 to deal with it. And you're right. If
2 it's going forward or if it's just
3 processes we've been doing it. As we
4 receive the applications there are a number
5 of fields where the data is input.

6 We do try to screen, and we look
7 for, of course, the obvious things first —
8 data. Is there data in this field? We
9 know we've got to have something we're
10 going to evaluate whether it's there or
11 not. Those are the things that are going
12 to be very obvious to us and we are going
13 to jump on right away.

14 What we have found out through
15 managing the process is that all of the
16 information that's being provided by our
17 customers is not necessarily correct. We
18 try and work with them to be sure that the
19 applications we receive are. What we have
20 had to do is to expand our scope of
21 deciding or understanding what is being
22 presented to us as far as data.

23 That would include validation of
24 CLLI codes that they have indicated. They
25 can't just tell us they are going to go to

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1 Customer B and connect at this point. What
2 we now are having to face is we're going to
3 have to be sure that the narrative that
4 they've accompanied their application with
5 includes that detail, the drawings that
6 they submitted account with that detail,
7 and down to validating in our own databases
8 what that CLLI code equates to.

9 And those are just some things
10 that we have learned going forward that,
11 yes, we're going to have to get even closer
12 and look and scrutinize that detail and not
13 necessarily — and I don't want you to
14 understand this is incorrect — not trust
15 what you submitted to us.

16 We're going to have to now look
17 at it in a more finite detail and ensure
18 that just because there is a data entry
19 there we are going to have to go back and
20 validate it to be sure that just what
21 you're telling us is that you're going to
22 terminate here. Let's go be sure that we
23 agree to that. You can work out that
24 arrangement with one of your customers or
25 your counterparts, but we cannot take that

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1 at face value any longer because it has
2 caused some problems.

3 So now what we're going to have
4 to do is continue to get down to the finite
5 details and look at almost everything that
6 is put on the application and try to screen
7 it there.

8 MR. SRINIVASA: Well, CLLI
9 code information — I mean, when you fill
10 that in and when you provide it to them,
11 you are obtaining that from the LERG
12 database for the —

13 MR. POSCHL: For clarity,
14 the CLLI code is the office identification
15 that in the LERG. The cage location is —
16 there are three characters that are after
17 that CLLI code, which is assigned by
18 Southwestern Bell. And the difficulty in
19 doing this interconnection with another
20 collocator — I don't want to get too much
21 into it. We can talk about it later, but
22 the unfortunate fact is if Southwestern
23 Bell doesn't assign it, an ACTOL, that last
24 three codes to the other collocator — when
25 I submit an application to do an

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1 interconnection, I will always get that
2 returned to me, because it's inaccurate or
3 insufficient information.

4 MR. SRINIVASA: Well, you
5 have an ACNA, A-C-N-A, authorized number
6 for a carrier. You provide that.

7 MR. POSCHL: Uh-huh. We
8 provide that as well. It's just that in
9 this instance there are numerous locations
10 that this collocater inhabited in that same
11 CO, which I understand the difficulty, but
12 what I'm trying to understand is, I would
13 like to see this thing caught upfront, and
14 I'm hoping that going forward I can be
15 assured that that will happen and therefore
16 the relationship gets stronger.

17 MR. HUTCHINS: The
18 particular instance that you bring up has
19 prompted us to look at more finite -- yes,
20 Chris, if that's the answer you're wanting.
21 It's those kind of things. And just
22 generally for the crowd today is that it's
23 those individual things. And we're
24 learning just like you.

25 That's why I prefaced our

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1 discussion upfront, is that we are
2 continuing to work -- not all CLECs are the
3 same. They bring to the table different
4 requirements, different things that they
5 learn. They are not all round pegs that
6 fit in round slots. We're having to look
7 and say, "As you present the information to
8 us on an application, that's when I call
9 you for clarity to be sure that I
10 understand what you're trying to do."

11 What we have is gone through a
12 learning phase and said, "Okay. Now we
13 understand that we can't take this at face
14 value anymore. We're going to have to be
15 cognizant of that and look at that
16 particular detail." In an instance that
17 you just provided to us, that is a recent
18 learning experience for us.

19 You're right. It's now
20 incorporated into my team's review of that
21 and saying, "In addition to what we're
22 already doing on a (inaudible) basis, these
23 are some other things we're going to have
24 to fold into our processes."

25 MR. SRINIVASA: Day 1 before

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1 Day 3, apparently the information you're
2 looking for, engineering design charge,
3 (inaudible) signature, ACNA code, two days.
4 And, again, on the third day you're looking
5 for -- they fill out the power
6 requirements, the provisioning thing if
7 they included that or not or, you know, the
8 equipment quantities.

9 Why can't that be done in that
10 same --

11 MR. HUTCHINS: Understand
12 that that is the first point of contact.
13 When the application is sent in, we have
14 got to have sufficient billing information,
15 contact information, engineering and design
16 charge receipt. This is what you're
17 reading on Day 1, is what happens with the
18 interexchange carrier service center.

19 They are not the engineers and
20 they are not the floor space planners and
21 they are not the -- we haven't even gotten
22 the application into our hands yet as far
23 as the working center teams. These are the
24 teams that get the application in first and
25 say, "I've got sufficient information to

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1 assign it a case number to submit it into
2 Southwestern Bell's process." That's what
3 happens on Day 1 when --

4 MR. SRINIVASA: Is that
5 electronically done? I mean, when you
6 receive that, do they fax that to you?
7 What happens? First the ICSC center
8 receives this order. They screen for, have
9 they paid the money and the engineering and
10 design charge --

11 MR. HUTCHINS: The initial
12 steps.

13 MR. SRINIVASA: The initial
14 steps. Authorized signature is there and
15 all of that. But apparently before you can
16 receive that, it takes two days.

17 MR. HUTCHINS: Prior to
18 Day 3.

19 MR. SRINIVASA: So it could
20 be the same day they could send it out?

21 MR. HUTCHINS: That's
22 correct. I'm just saying that by Day 3
23 it's in the hands of the people that need
24 it, and the evaluation is in a continuing
25 basis at that time to review it.

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1 MR. SRINIVASA: So it could
2 be as long as three days before you can
3 receive the application, or two days.
4 MR. HUTCHINS: I was going
5 to say two days, because we do — our
6 intent is to have it before Day 3. So we
7 have — Day 1 we get it. The next business
8 day is — I guess what you're wanting to
9 say is that we want to have that in the
10 hands of those that started the evaluation
11 process.
12 JUDGE FARROBA: We had —
13 Ms. Rowling had a question and then I think
14 Time Warner had a question.
15 MS. ROWLING: Gwen Rowling,
16 Westel. I had a question. I just wanted
17 to clarify the screening process, when
18 you're taking an application and then kind
19 of go along with what Nara says.
20 It's my understanding from the
21 chart — when I first looked at this chart
22 that you handed out, it looked like the
23 screening process would take place on Day 1
24 for one group, the ICSC, and before Day 3
25 for the other groups. But when you were

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1 talking, it looked like that that's the
2 screening process for very specific, as you
3 said on this chart, essential items.
4 But as you go through, you're
5 telling us, if I understand you correctly,
6 that there could be on Day 14 you hit on
7 the application a problem. So the
8 application is that — which sets the whole
9 process back — so the application isn't
10 screened entirely by Day 3.
11 MR. HUTCHINS: Our intent is
12 to do that initial screening, to catch all
13 of the things that we're talking about
14 right here. That is our process that we
15 would like to do. What we have — what I
16 have to say is that through our own
17 education and dealings with the CLECs and
18 the different things that they put on, we
19 had to increase the other scope of review
20 to include the different things. We now
21 know that on Day 1. So we're going to look
22 for that.
23 The incidents that you may be
24 bringing up for recent history could have
25 been when that particular thing was not

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1 screened for to that detail. I mean, I
2 don't know what details you're looking for,
3 but I would say that's how I would have to
4 address it. We are going to have to look
5 at it and say, if that's the incident that
6 you want to talk about then, I would have
7 to go back say, "Well, maybe we didn't have
8 that finite — in place at that time.
9 We're continuing to build our screening, if
10 you will.
11 MS. NELSON: And when is it
12 done by? By Day 3, for the most part?
13 MR. HUTCHINS: When we get
14 it in our LPAT group and our comptrollers,
15 yes. They sit right there and do a review
16 of that process. They hand it to the
17 manager that is handling that particular
18 location and account. They in turn go
19 right back to the customer and discuss
20 those issues with them for clarity.
21 MS. NELSON: I got that
22 part. And then on the — the other groups
23 that look at it, that you have set out on
24 this document that you gave us, the NSS
25 group and CRE group, is that all done prior

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1 to Day 3?
2 MS. LACY: Yes. This is
3 Debbie Lacy. And that is exactly correct.
4 If a customer submits one to five
5 applications, then we are going to screen
6 for that critical information before
7 business Day 3.
8 MS. NELSON: Okay. And that
9 is done, and then you find the majority of
10 errors, I'm assuming. But even though you
11 do that, there still may be instances where
12 you find application errors past Day 3?
13 That's a question.
14 MR. HUTCHINS: I can't say
15 that it's not going to happen. It has
16 happened in the past. And, you know, as
17 good as our processes are that we continue
18 to try to refine, I can't say that if we
19 agreed here today that we're going to catch
20 everything on Day 3 and somebody submits
21 something we haven't seen before that we're
22 going to catch it before Day 3.
23 That's our intent. That is what
24 we would want to do. We're going to talk
25 to you about clarity on those issues.

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1 Especially if you have done business with
2 us before and you're introducing a new
3 variable, bring it to our attention. Let's
4 get on with it and get the account team to
5 customer rapport that we need to have.
6 MS. NELSON: And, then, what
7 would the time frames be if it's over five
8 orders, in terms of the completeness of the
9 application response?
10 MS. LACY: It's possible but
11 not always that it could be moved out based
12 on the 10 business days for the next group
13 of five. Normally we wouldn't do that.
14 For instance, when we got the large
15 quantities recently, the applications -- we
16 screened those to make sure that they were
17 all identical.
18 So even though this quote due
19 date may be way out, because the
20 applications were identical, we were able
21 to screen the first initial ones and point
22 out anything that needed clarification or
23 corrections on.
24 JUDGE FARROBA: Just a
25 second.

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1 MS. NELSON: But is there a
2 chance that you could have 50 applications
3 and you could end up going back to a CLEC
4 two months after they submitted it to say
5 the application is not complete?
6 MS. LACY: I don't think
7 that that would ever happen, that we would
8 go back 50 -- wait 50 days to do that.
9 MR. SRINIVASA: Say if there
10 were 88 requests, and according to your
11 calculations they are not due for 38 weeks,
12 if you follow strictly the maximum number
13 of days, so before you tell them, you know,
14 three days is -- before three days for up
15 to five orders -- you keep adding three
16 days. So it could be a month or more than
17 a month before you --
18 MS. LACY: Yes. But
19 understand that reviewing the application
20 is one of the very first steps that we do,
21 and even though you may have a due date
22 that is two months out, we're still going
23 to do initial screening upfront.
24 What takes the time to process a
25 quote is going out and reviewing the site

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1 so that we can determine the scope of work
2 that is involved and provide you with an
3 accurate cost.
4 MR. SRINIVASA: Right. That
5 happens somewhere between Day 3 and Day 13.
6 That's 10 days. You have that.
7 MR. HUTCHINS: On a 15
8 business day quote.
9 MR. SRINIVASA: Now,
10 initially to let them know that they
11 haven't filled out the application
12 correctly -- say, for example, if they
13 didn't include the heat release data for
14 some offices, you know, when do you let
15 them know that we did not have the heat
16 load from you? Because you're taking it to
17 the CRE. The CRE use to know what the heat
18 load of that equipment is, if they are 88
19 offices, where 60 of them that filled that
20 data and 28 of them left them out.
21 MR. HUTCHINS: And you bring
22 up a good point. Debbie had said that
23 initially, too. In that most of you, on a
24 marketing scheme, you have maybe a generic
25 plan that you are going to roll out for

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1 particular offices. We are going to take a
2 look to see if that generic plan that the
3 applications that you've submitted are in a
4 generic form, basically telling us 99 times
5 that we're doing the same thing.
6 Those are the things that we're
7 initially going to look for. Are all of
8 these the same thing? And when we
9 determine that it's not, those are the
10 things that are probably going to be
11 brought to the front and say, "Okay. Well,
12 in 25 of them you sell us this, but on the
13 remainder of them you don't." And is it
14 just an omission on the part of the
15 customer or is it an intent here?
16 So, again, we're having to get
17 down to -- it might be just fine. That
18 might be what they want to do in the Austin
19 area, if that's where they're going, for
20 Austin. We don't know that. So that is
21 going to take a resource type, to come back
22 and say, "Okay. I would like to schedule a
23 conference call with you and let's talk
24 about your 88 applications," and one of the
25 questions we would ask is, 45 times you

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1 tell us this, 20 times you tell us that.
 2 It obviously brings a question to
 3 our mind, are you consistent on what you're
 4 wanting or is it going to be segregated
 5 maybe by area that you're going into? So
 6 that would be the first thing we are going
 7 to take a look at is, are all of them the
 8 same. And if they are, then we could make
 9 some determinations right upfront that
 10 everything is all right.

11 MR. SRINIVASA: How much
 12 time does it take before you ask them that
 13 question of what you are trying to find
 14 out, at least contacting them?

15 MR. HUTCHINS: I'm sorry.

16 MR. SRINIVASA: You
 17 explained, you know, you need to find out
 18 if they left them out intentionally or was
 19 there something that was -- was something
 20 incorrect. Before you can determine that,
 21 you need to contact them. How soon do you
 22 contact them? Is it before the third day
 23 or --

24 MR. HUTCHINS: I would say,
 25 to answer that question, that we would look

1 answer that, let me just that, you know,
 2 the Southwestern Bell account manager also
 3 pre-screens in discussion with these. I've
 4 had opportunities to have discussions with
 5 CLECs. They are entertaining to do
 6 business with Southwestern Bell. Let's
 7 call and talk about it before I submit my
 8 applications in.

9 That's fine. I would rather do
 10 that, answer any questions upfront, get the
 11 clarity on the issues done, and then you're
 12 happy with the product that you submit and
 13 you better understand the process. I am on
 14 alert at that point to look for those
 15 applications coming in and have had the
 16 opportunity to have a discussion with my
 17 client to know what they want to do.

18 JUDGE FARROBA: Just a
 19 second. Now, I think Time Warner has been
 20 waiting to ask a question.

21 MR. SUMMITT: I just have a
 22 comment for the PUC Staff. I'm Nick
 23 Summitt, with Time Warner Telecom in
 24 Houston. I have about 4,000 square foot of
 25 collo space that I lease out exactly as

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1 at that first, are they all the same?
 2 Okay? And if we determine that there are
 3 some differences obviously that we've got
 4 to get to, I don't care if they're dates 45
 5 days out there or 55 days out there. I'm
 6 going to bring that one up and discuss it
 7 with them at that time; get those kind of
 8 things that are superficially. The clarity
 9 is needed for those items.

10 We're going to get that right
 11 upfront. Then as we proceed based on the
 12 priorities established for that client in
 13 this submission of applications, we're
 14 going to start processing them through.

15 MR. SRINIVASA: How can you
 16 make that clear in your tech pub, that that
 17 is exactly what you would do even though,
 18 you know, (inaudible)? In fact, you are
 19 going to accommodate them. You're trying
 20 to be cooperative and respond to them. How
 21 can you reflect that in your tech pub, is
 22 what I'm trying to find out? You indeed
 23 are doing it probably, in all likelihood.
 24 So you would need to reflect that.

25 MR. HUTCHINS: Maybe to

1 Southwestern Bell does.

2 We have a collocation agreement
 3 and we ask CLECs and ISPs to fill out. I
 4 have several CLECs that are collocated
 5 there. I have a fairly low level technical
 6 person, engineer, who sits down and takes
 7 about two hours. Once that collo space is
 8 built out, whether it's mine or
 9 Southwestern Bell's, you know how much DC
 10 power you have there. You know how much AC
 11 power you have there.

12 It's just a matter of looking at
 13 what I have available and what is this
 14 customer asking for, and it takes us about
 15 two hours. So one of the things I found
 16 real interesting is what we do for 15 days,
 17 and, you know, I can understand 15 days if
 18 I've got to build out a brand new physical
 19 collocation space that I was going to take
 20 a look at these applications and see how
 21 much power I initially want to put in.

22 But I have a low level engineer
 23 in training who sits down, takes two hours,
 24 does a little quick math on how much is
 25 available and how much is this customer

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going to use, and I would simply say that 15 percent of them are the same. The tabling is the same. They want DS1s, DS3s. The jacks are the same, and I just, you know, disagree with what has been said here today. And we do it every day. It takes us two hours.

MR. LAND: Charles Land, with TEXALTEL. Could you tell us on this business interval of business day, if I submit an order that is, say, 70 collos — as I understand it, less five of those that have 100 day due date. Could you tell us where these business intervals would fall on those last five?

In other words, I assume Day Zero you're going to get them all. What are you going to do on Day 1, the first five, or are you going to do all of them?

MR. HUTCHINS: Well, I think we've addressed that, but let me go ahead and go over it again. What we're going to do is on — yes — Day Zero you are going to submit on Day 1, is our official first business day. We're going to receive those

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1 to do all 70 of yours that day and get them
2 into the hands of those —

3 MR. LAND: And where you say
4 by the third business day, are you going to
5 accomplish that on all 70, or is that where
6 the delay starts building up?

7 MS. LACY: This is Debbie
8 Lacy, and may I make a point right now.
9 The ICSC receives all applications for the
10 five states from all customers. Therefore,
11 if the ICSC is in receipt of, let's say,
12 200 applications, there is no way they can
13 get all of the information that they have
14 to provide on Section 2 of the first page
15 and distribute those to the appropriate
16 departments in one day.

17 That's why we have built into the
18 tariff that allows us the extended quote
19 intervals when multiple applications come
20 in. The ICSC needs a portion of that
21 extended interval as well.

22 MS. NELSON: Right. And we
23 are not really debating that. What we're
24 trying to understand is what the time
25 frames are, if it's more than five

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1 in the ICSC center and then they are sent
2 out to be reviewed in total by our
3 interworking groups.

4 Once those applications are in
5 their hand, they begin the screening
6 processes for — as we've discussed, and I
7 just said that as we determine that there
8 is a need to get back with you and get
9 clarity on any issue, if you have got one
10 that is 70 days out there, it does not set
11 necessarily on the bottom of the pile, and
12 then when we get to 50 days in the interval
13 we decide we're going to take a look at
14 that one. We want to take a look at all of
15 that information right upfront as best as
16 we can.

17 MR. LAND: So everything
18 that you have here for Day 1, you are going
19 to do on all 70 orders on the first day
20 that you have them. Is that right?

21 MR. HUTCHINS: As far as the
22 interexchange service center sending them
23 out and doing this cursory review of
24 information necessary to implement this
25 into our stream of business, we are going

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1 collocation requests at the same time.

2 I don't think anyone disputes the
3 fact that you may need more time. What
4 we're just trying to figure out is what the
5 time frames would be. If you could provide
6 us a document like this that would refer
7 to — since this is only zero to five, that
8 would be six to 10 and 11 to 15. That's
9 what we're interesting in knowing.

10 MS. LACY: Right. And it
11 could potentially push out each one of
12 these step by that 10 business days.

13 MR. AUNBAUH: We're willing
14 to do that, Donna.

15 MS. NELSON: Okay. That
16 would just be helpful. Then I don't think
17 we would need to keep going back and forth
18 on the same question.

19 MR. KERSH: This is Mike
20 Kersh, ACI Corp. Before we leave it, a
21 thought just hit me, and I don't know if
22 this is an impact that we should expect
23 potentially. It's my understanding that
24 the ICSC for PacBell has been moved to
25 here. Is that true, or is it still out in

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1 PacBell?

2 MR. AUNBAUH: I'm sorry.

3 What has this got to do with —

4 MR. KERSH: Well, I'll tell

5 you what it has to do with it, is that if

6 you've consolidated the ICSC into one, then

7 it's not five states, it's seven states.

8 I'm just wondering if that impact, if we

9 should be concerned with that, or if that's

10 something that has already been dealt with,

11 because PacBell is a big — you know, is a

12 big operation.

13 So I just wondered how that would

14 affect the Texas operation if you're

15 consolidating everything into one.

16 MR. IVANUSKA: And this is

17 John Ivanuska, from Sprint. Maybe to

18 clarify that point, if we could have

19 Southwestern Bell provide as the Commission

20 Staff suggested, you know, zero to five,

21 six to 10, 11 to 15 with multiple

22 collocators and multiple states so we can

23 see perhaps a matrix that says, "The

24 interval doesn't change because I just got

25 three stacks of 100 from three different

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1 collocators," which is what I heard
2 earlier.3 MR. AUNBAUH: I believe
4 that we'll provide the information for
5 Texas.6 MR. IVANUSKA: Okay. Then
7 let's confine that to Texas of you get
8 three stacks of 100 applications from three
9 different collocators for Texas, and we
10 should see a demonstration in your matrix
11 that the interval shouldn't change.12 MS. NELSON: That's based on
13 what you-all have discussed earlier, and
14 the fact that you look CLEC-by-CLEC. Then
15 I'm assuming that you have the time built
16 in the one-day and three-day, that even if
17 you get very many from a bunch of CLECs,
18 you still have the time frames built in
19 that you can do it within the time frames
20 you have got set out in here for zero to
21 five.22 For instance, if 50 companies
23 submitted five requests, you could still
24 meet the one-day.

25 MR. AUNBAUH: Donna, I

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1 don't think we are going to be able to put

2 in a matrix form every variable. I think

3 it should be clear that we are going to

4 live by the tariff at the minimum and that

5 we have taken significant steps to try and

6 improve on that, and we want to communicate

7 those improvements that we're trying to put

8 in place, but I don't think that there is

9 any practical way for us to be able to say,

10 "Okay. Now, we've got 200 companies with

11 one application."

12 And, you know, it's clear that

13 that will be more work than 200

14 applications from one company, and we're

15 trying very hard to be responsive and put

16 processes in place to work, but I don't

17 know how I can meet your need for me to

18 provide you a document that would give all

19 those variables, because there are just too

20 many of them.

21 MS. NELSON: Well, I'm not

22 really looking for all the variables. I

23 just want some assurance from you-all that

24 when you say that you do it CLEC-by-CLEC

25 that if you have a general rule that you do

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1 it CLEC-by-CLEC, then we're assuming that
2 in the majority of cases you follow that
3 unless there is just some unforeseeable
4 demand that happens in one day.5 MR. AUNBAUH: And that's
6 the understanding that we want to strike
7 there. This is what we plan to do, but we
8 can't foresee every circumstance.9 MS. NELSON: Right. But you
10 also need to have built into the system,
11 you know, based on CLEC projections and
12 things of that nature the ability to grow
13 as demand grows.14 MR. POSCHL: This is Chris
15 Poschl, North Point. I would like to make
16 a statement based on that. There is
17 another subsidiary under SBC, Pacific Bell,
18 and they have undergone all of our format
19 about six months to a year ago, and there
20 was a lot of learnings that happened during
21 that time and they were amenable to process
22 all of our applications in a timely manner
23 with a little bit of hiccups and some bumps
24 along the way.

25 We've kind of exhausted that area

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1 and now we're probably just rebuilding in
2 that area as opposed to a new area now at
3 Southwestern Bell's region. The
4 applications here talk about one to five
5 business days for the State of Texas. Now,
6 if I understand -- and from the ICSC, I'm
7 sure you guys are getting overloaded with
8 all of our requests -- does Southwestern
9 Bell see that it's in the ICSC that a lack
10 of resource is causing this interval of one
11 to five applications, would be for the
12 state or is it part of your NSS
13 organization where it should be almost --
14 well, I kind of think one to five
15 applications per MSA because that's where
16 you're actually hitting up the work groups
17 to find the quote.

18 I'm trying to understand why is
19 it one to five and then 15 business days.
20 I know you filed it this way, but I'm
21 trying to see behind it, because I have a
22 couple of suggestions that might help. If
23 there is a work group or an organization
24 that is really hurting, if the ICSC -- if
25 you would identify a task force that was

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1 just on collocation, does the ICSC -- I
2 apologize -- does the ICSC only handle
3 collocation requests --

4 MR. HUTCHINS: No.

5 MR. POSCHL: -- from CLECs?

6 So a lot of stuff happens. If there's a
7 way to focus people or a subgroup just to
8 handle collocation, you do the same thing
9 with the NSS organization to handle quotes.

10 You get a task force within the Austin
11 area, and all they do all day is to do
12 quotes for physical collocation. There is
13 a finite number of employees that you --

14 MS. NELSON: Yeah. I think
15 we're kind of getting off track here.

16 MR. POSCHL: What I'm trying
17 to do is just understand why is it one to
18 five and 15 business days.

19 MS. NELSON: Okay. I think
20 we already have -- there are certain
21 parameters set out in the tariff, and
22 Southwestern Bell is coming in here
23 with -- telling us exactly how they are
24 processing, which is what we've asked. We
25 are not really here to question the tariff.

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1 At some point in time, that may
2 happen that some CLEC wants to rearbitrate,
3 but that's not what we're here for today.

4 MR. SRINIVASA: Well, again,
5 what is contained in the tariff is maximum
6 days, not minimum.

7 MS. NELSON: Right.

8 MS. WALLACE: I'd just like
9 to make a comment again. My name is Carra
10 Wallace, with COVAD Communication. And I
11 think it's clear to everyone here that
12 COVAD wants to come into Texas and serve
13 the residential customers.

14 And I do appreciate in sitting
15 here and listening that you guys are
16 working on processes for better time frames
17 around the quotation, but I have to tell
18 you that as a new comer into this market,
19 that really isn't good enough, because
20 we're just talking about the quotation time
21 frame.

22 And as we move into build-out and
23 CO turn-up, you know, as we look at COVAD's
24 example, I may not get my first CO up till
25 November. And if I could reference one of

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1 the articles that SBC put out in its press
2 release on the website, you know, it states
3 -- and, maybe, Rina, you can pass this out
4 for everyone.

5 It states that you guys are going
6 to launch -- and over 271 offices launch
7 ADSL services; yet, what you are going to
8 give to COVAD to turn up is at best maybe
9 30. So how can I come into this market
10 under those circumstances? I mean, I
11 really can't. I have to go a different
12 direction.

13 MS. NELSON: Yeah. And I
14 appreciate that difficulty. But the time
15 frames that are set in the tariff, if --
16 you know, if -- you-all need to figure
17 out, and if November is not what they
18 should be based on what the tariff is, but
19 the tariff is what the tariff is and that's
20 really not open for discussion today.

21 MR. IVANUSKA: But I'd like
22 to ask some questions in that regard, and
23 it's going to be relevant to the procedure.
24 Southwestern Bell reserves space in its
25 central office buildings for growth.

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1 Correct?

2 MR. HUTCHINS: Our own

3 growth? Our own future looking?

4 MR. IVANUSKA: Yes.

5 MR. HUTCHINS: That is

6 correct. We do have future plans for what

7 we want to do with our real estate space.

8 MR. IVANUSKA: Of course.

9 In those instance where you determine that

10 space is not available in a particular

11 central office building for collocation,

12 over what time period do you project

13 growth?

14 In other words, how do you

15 incorporate your own growth or space that

16 you reserve for your future use in

17 determining that a central office building

18 is full? In other words, if it's full --

19 do you see what I'm saying -- and some of

20 the reason why it's full is because you've

21 reserved some space for your future use.

22 What type of parameters do you

23 put around that?

24 MR. GALINDO: Art Galindo,

25 with Southwestern Bell. We are responsible

1 years, and that's what we will reserve as

2 far as transport area.

3 On the switch side -- and let me

4 back up to another thing. On the transport

5 element, another issue that is kind of --

6 that plays a restriction on our growth

7 pattern is we try and maintain areas where

8 you have a unique footprint like for a tax.

9 Okay. It's got certain buss capable

10 elements that you need to maintain in that

11 footprint.

12 We reserve that area. We also

13 reserve the area on the DSX lineups and

14 LGS. We try and keep those elements

15 together. Then we go over to the switch

16 area. On the switch area, you know, the

17 current guideline is the ultimate

18 configuration for that switch. But what we

19 look at is we look at it in respect to that

20 wire center, if you can a switch that can

21 handle up to 100,000 lines and "X" amount

22 of trunks.

23 So we look at the switch relative

24 to the wire center. We also look at our

25 forecasted growth, and we come up with what

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1 for (inaudible) planning. What we've been

2 doing lately is we're following a guideline

3 where we have a policy where we reserve

4 floor space for two years for transport

5 elements. And the data that we gather is,

6 we look at a floor plan, we --

7 JUDGE FARROBA: Excuse me.

8 Would you go ahead and stand up, please.

9 MR. GALINDO: We look at the

10 central office floor plan. We study the

11 growth patterns for switch, transport. And

12 normally we have those two elements within

13 the same floor. If it's a multi-story

14 building we normally have power in the

15 basement.

16 But what we do is we look at the

17 transport elements. We look at the growth

18 pattern of where we're going to be growing

19 our transport equipment. We gather

20 information from outside planning, and the

21 (inaudible) group on the facility side, and

22 based on the two-year forecasted growth we

23 interpolate that data and look at the

24 number of bays for transport elements that

25 we would have to deploy within those three

1 we feel is reasonable to reserve for the

2 switch area. Another area that we --

3 MR. IVANUSKA: May I ask a

4 clarifying question. Where does D-SLAM

5 equipment fall in, switch, transport,

6 neither?

7 MR. AUBINBAUH: I'm not sure

8 that we're here to talk about D-SLAMs.

9 We're really trying to talk about

10 collocation. And I understand that there

11 may be issues in regard to equipment to the

12 collocated, and those issues are teed up

13 for the discussions in March. And as I

14 asked earlier, I would like to stay to the

15 current tariffed physical and virtual

16 collocation, if you don't mind.

17 MR. IVANUSKA: That's fine.

18 But I was asking, as you determine that

19 space is not available, what are the

20 parameters that you use and how much of it

21 is -- it's a procedure. And I guess I'm

22 questioning the assumptions behind the

23 procedure that you have laid out here.

24 If that's relevant for March,

25 then I apologize and I'll stop. But it's

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1 your procedure. You've laid it out, and
2 I'm asking some clarifying questions about
3 your procedure, and I just asked a
4 clarifying question here. So if that's not
5 relevant, I apologize.

6 JUDGE FARROBA: I'm sorry.
7 Was that your question, because -- where
8 did the -- I totally missed where ADSL came
9 in or whatever or --

10 MR. IVANUSKA: Well, I was
11 asking about how Southwestern Bell reserved
12 space in their central office for future
13 use, because that drives whether there is
14 space available in an office for
15 collocation.

16 And what I've heard so far is
17 it's a two-year forecast for transport and
18 then there's a switching forecast based on
19 the size of the office. And I just asked
20 about a particular piece of equipment, how
21 does Southwestern Bell arrange for growth
22 of D-SLAM equipment, which the woman from
23 COVAD said that there is an ADSL launch in
24 over 200 central offices.

25 Well, there has been some growth

1 called third-party engineering process, and
2 that is the process that was established by
3 the Commission in the tariff for reviewing
4 when there is no space in the central
5 office.

6 So that process is well laid out.
7 It's in the tariff, and that is the
8 process.

9 MR. IVANUSKA: I understand.
10 It's just turned over to a third-party
11 engineer and that's the end of it or that
12 process just happens separate and apart,
13 because -- and it is relevant. California
14 determined that there is a much more
15 precise process that's appropriate in that
16 state when an ILEC determines that space is
17 not available, and I understand the tariff
18 process here.

19 JUDGE FARROBA: And that is
20 the answer to the question, though. I
21 mean, if there is no space, you do what the
22 tariff says you do. You have follow that
23 procedure, unless you have questions about
24 the procedure as it's laid out in the
25 tariff. I mean, that could be addressed.

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1 considerations in the office to put
2 equipment in. And I guess my point is, who
3 is overseeing the competitive neutrality of
4 Southwestern Bell's decisions to reserve
5 space for itself versus allocating space to
6 collocators? And that's my point.

7 MR. SRINIVASA: It's not
8 their D-SLAM equipment, what they are
9 asking. My understanding is Southwestern
10 Bell's D-SLAM equipment, are they going for
11 certain growth of that and how much --

12 JUDGE FARROBA: Right. Is
13 that factored into reservation of space?

14 MR. GALINDO: Yeah. We
15 factor that in.

16 MR. IVANUSKA: And then my
17 question is, since space exhaust drives a
18 longer time-line and higher costs for
19 CLECs, who oversees the competitive equity
20 of Southwestern Bell's decision to reserve
21 space in those offices?

22 MR. AUNBAUH: There is a
23 process -- Mike Aunbauh, for Southwestern
24 Bell. There's a process in the tariff for
25 review of no space being available. It's

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1 But -- I mean, that is how the process --
2 my understanding is that's how it would
3 proceed.

4 MR. IVANUSKA: Can I ask one
5 more question of this?

6 MS. KNIGHT: Patricia
7 Knight, Time Warner. I have a question on
8 Art's presentation. You say you reserved
9 the space for two years.

10 MR. GALINDO: Right.

11 MS. KNIGHT: Okay. What
12 happens after two years if you don't
13 utilize it? Has that ever happened?

14 MR. GALINDO: Well, no. We
15 haven't experienced that yet.

16 MS. KNIGHT: What would that
17 process look like if it did?

18 MR. AUNBAUH: Let me help
19 here. Mike Aunbauh, again. It's really
20 not a -- we may make a determination at
21 some point in time that here's how much
22 space we need for transmission equipment,
23 but that would only be for a two-year
24 window.

25 If there was another request, we

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1 would have to look and -- what we're saying
2 is, we would only reserve space for
3 ourselves for two years, and it might have
4 to change over time just like collocation
5 changes over time as we get additional
6 requests and so on. But we're not saying,
7 "Okay. I need 10 years' worth of equipment
8 space and therefore I can deny a
9 collocation request." We've got to keep
10 this in context.

11 The reservation of space for
12 Southwestern Bell is part and parcel of
13 determining whether or not there is space
14 in that office, and then it would go to the
15 review process if there weren't and it was
16 disputed to the third-party engineering
17 process, which is overseen by the
18 Commission, and that's part of the
19 Commission's tariff.

20 JUDGE FARROBA: I think
21 her -- your question, though, is at the end
22 of the two years, I guess, do you notify
23 whoever it is that keeps track of how much
24 space there is in that central office and
25 they add that back into the amount of space

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1 available?
2 MR. AUNBAUH: And, again,
3 let me try to bring it back into context.
4 The point of reservation of space is I've
5 got a request today, I want space in this
6 office for collocation. And when we review
7 that request, one of the things that we
8 take into consideration is the two-year
9 demand for floor space for Southwestern
10 Bell transmission equipment.

11 And if I get another request next
12 month and my forecast has changed, that
13 will be part of that review the next month.

14 MR. SRINIVASA: So the
15 two-year again starts from that time on?

16 MR. AUNBAUH: The two-year
17 is just simply from this point forward I'm
18 only going to be able to reserve space for
19 Southwestern Bell growth for two years,
20 and --

21 JUDGE FARROBA: Right. So,
22 in other words, though, you're updating the
23 information then on a continuous basis.

24 MR. AUNBAUH: It's
25 information that we would look at at the

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1 time of reviewing floor space to say what
2 floor space is available. Does that make
3 sense?

4 MS. KNIGHT: Okay. Could I
5 just clarify? I want to make sure I
6 understand. So after -- when I put in a
7 collocation request, you also look at what
8 you've reserved for yourself to see if any
9 of that can be allocated to CLECs.

10 MR. GALINDO: Yes.

11 MR. KERSH: This is Mike --

12 MS. NELSON: Wait. Wait. I
13 think there were other people back here who
14 wanted to ask questions.

15 JUDGE FARROBA: Ms. Rowling.

16 MS. ROWLING: Gwen Rowling,
17 Westel. You -- in answering the question
18 you kept on referring to guidelines. Do
19 you-all have a written internal guideline
20 document as far as the floor space, the
21 footprint that you need to reserve for "X"
22 equipment and that sort of thing?

23 MR. RIOJAS: My name is
24 Ernest Riojas, Southwestern Bell. That is
25 being finalized at this time, but is not

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1 being completely signed off by all of our
2 upper management. We are working on
3 getting something similar to basically
4 address this particular issue.

5 It's not been finalized yet.

6 MS. ROWLING: How have you
7 operated all of these years then without
8 written documentation internally?

9 MR. RIOJAS: Well, we're
10 using pretty much a two-year forecast of
11 transport with similar equipment to CLECs
12 provided in our central offices, and using
13 basically the wire center's forecasted
14 growth to determine the switch and the
15 power at that time. But it's being
16 reviewed, and you can -- basically it's the
17 same information that Art shared with you
18 just now.

19 MR. SRINIVASA: That's for
20 the switch and the power.

21 MR. RIOJAS: For the power
22 switch and the transport equipment and the
23 common equipment that is shared by all of
24 the CLECs included.

25 MS. WALLACE: And, again,

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1 this is Carra Wallace again, from COVAD.
2 My question still is, yet you can still
3 turn up ADSL in 271 offices and I can't.
4 So -- and then COs like Farmers Branch,
5 there is no room for me. I'm just lost
6 here.
7 MR. AUINBAUH: And I'm
8 afraid that we haven't seen any
9 indication -- there has been a third-party
10 engineering review to Farmers Branch, and I
11 would hate to have the record be confused
12 for you to suggest that we've stopped you
13 from being at Farmers Branch because of
14 ADSL equipment.
15 There is certainly no indication
16 of that here.
17 MS. WALLACE: That was just
18 one office that I'm speaking to. But of
19 the 271 that you guys were returning, I'm
20 just saying --
21 MR. AUINBAUH: And your
22 contention is you cannot, and quite frankly
23 I'm not aware that we've told you we don't
24 have the space for your locations other
25 than Farmers Branch, have we?

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1 MS. WALLACE: I believe
2 there's one (inaudible) of the initial
3 ones.
4 JUDGE FARROBA: I'm sorry.
5 Yeah. Could you speak up?
6 MS. WALLACE: Yeah. And it
7 really is the time that I'm bringing up
8 more so than the spaces --
9 MR. AUINBAUH: And the
10 discussion here is space. We've been
11 discussing floor space with third-party
12 engineering.
13 MR. KERSH: This is Mike
14 Kersh, with ACI Corp. That point is well
15 taken for myself, but I would like to get
16 back to talking about eventually before we
17 finish this discussion and time frame.
18 JUDGE FARROBA: Ms. Reeves.
19 MS. REEVES: Yeah. This is
20 Kelsi Reeves, with Time Warner. As we've
21 been -- I mean, I don't know if you've
22 actually received word if there were spaces
23 in Farmers Branch, but I think there are a
24 number of CLECs that have been told
25 (inaudible) in Farmers Branch. So I wanted

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1 to clarify the record on that.
2 MS. KRABILL: This is Nancy
3 Krabill, with NEXTLINK. We were the
4 first -- I think we were the first party to
5 use new third parties and their process in
6 Farmers Branch. In fact, it is true that
7 third-party engineer based on Southwestern
8 Bell's guidelines of what they told the
9 third party is, yeah, there is no space
10 there, but that was based on the premise
11 that there was reserved space for ultimate
12 growth and future growth for (inaudible)
13 frames for power growth.
14 So -- because he accepted
15 Southwestern Bell's rules that this was
16 reserved space, that is based on that that
17 he made his determinations.
18 FROM THE AUDIENCE: Well, to
19 enhance on that, does the third-party
20 engineer do a study on equipment to be
21 retired when Southwestern Bell deploys
22 their new better technology?
23 MR. AUINBAUH: I have to
24 answer it generally. We don't have a
25 third-party engineering process expert

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1 here. We'll follow the process that's in
2 the tariff, and if there is dispute about
3 it, there is a provision for a dispute. So
4 I think we're kind of way off the path here
5 of trying to go through the processes
6 and --
7 JUDGE FARROBA: Let me just
8 clarify, then. If there's a dispute -- say
9 the third-party engineer says, "I agree
10 with Southwestern Bell. There is no
11 space." The tariff provides --
12 MR. AUINBAUH: There is no
13 review beyond that. I'm sorry, Kathy. As
14 I understand it, there is no review beyond
15 the third-party engineer. I thought the
16 Commission had established as --
17 MS. KRABILL: This is Nancy
18 Krabill, with NEXTLINK. That's right. If
19 the parties agreed to engage in the
20 third-party process, it's (inaudible).
21 FROM THE AUDIENCE: It is
22 binding.
23 MR. AUINBAUH: I'm sorry.
24 I've heard just about all I know about
25 third-party engineering. We don't really

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1 have an expert here.
 2 MR. SRINIVASA: Well, also
 3 the Commission did state from the
 4 circumstances you can reserve space.
 5 MR. AUINBAUH: Yes. And we
 6 complied.
 7 MS. KRABILL: Nancy Krabill,
 8 with NEXTLINK. I think the issue that we
 9 have is reserved space under what
 10 conditions, and I think that the order is
 11 clear that the Bell Companies can't reserve
 12 space for themselves on more favorable
 13 conditions.
 14 They allow CLECs to reserve space
 15 for themselves.
 16 What I understand -- you guys
 17 help me out -- but what I understand from
 18 our discussions is that Southwestern Bell
 19 believes that that pertains only to
 20 transport and termination equipment, not to
 21 switching, power and other types of
 22 equipment.
 23 So they believe that there is a
 24 limitation in place, yes, but that it only
 25 applies to transport and termination.

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1 MR. SRINIVASA: To the
 2 extent Southwestern Bell is obligated to
 3 upgrade the infrastructure pursuant to
 4 PURA, which requires them to do because
 5 they elected into Subtitle (H) incentive
 6 regulation, they are allowed to reserve
 7 space for that purpose if it be transport
 8 or whatever.
 9 MS. KRABILL: That makes
 10 sense.
 11 What we're talking about here is
 12 the ultimate growth way out in the future.
 13 MS. REEVES: I'm sorry,
 14 Nara. You said -- this is Kelsi Reeves,
 15 Time Warner.
 16 You said something about their
 17 election to incentive regulation allows
 18 them to --
 19 MR. SRINIVASA: If they
 20 needed to upgrade certain things because
 21 the incentive regulation -- as part of that
 22 there was a requirement they had to upgrade
 23 certain infrastructure. That included some
 24 of the transport also.
 25 If they are required -- if there

Page 14

1 are -- if they need to comply with that,
 2 they need to install additional equipment,
 3 and whatever space is needed for that, they
 4 are allowed to reserve that space.
 5 MS. REEVES: Okay.
 6 JUDGE FARROBA: Okay.
 7 I think we're going to take a
 8 lunch break and reconvene at 1:30.
 9
 10 (The luncheon recess was taken at
 11 approximately 12:20 p.m., the workshop to
 12 reconvene at 1:30 p.m.)
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1 AFTERNOON SESSION
 2 FRIDAY, FEBRUARY 12, 1999
 3 (1:40 p.m.)
 4
 5 JUDGE FARROBA: Let's go
 6 back on the record.
 7 MS. NELSON: Well, just to
 8 use our time efficiently, do you-all's
 9 questions deal with what we've been
 10 discussing this morning? Okay. Let's just
 11 go ahead and cover those. We want to
 12 handle augments. Why don't you-all go
 13 ahead.
 14 MR. WITTRY: Jon Wittry,
 15 NEXTLINK. My question is, this morning you
 16 talked a lot about notification in
 17 contacting the CLECs as far as the process
 18 goes along, and it was obvious to me that
 19 several of us were not contacted in a
 20 timely manner.
 21 Do you have the mechanics or a
 22 guideline for contacts? And if so, how do
 23 you contact these people? Do you contact
 24 them by e-mail, voice mail, mail?
 25 MR. HUTCHINS: Okay. The

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1 account team that we have in place today
2 consists of myself and Doris Justice and
3 then a team of six additional managers that
4 we've added to our force during the last
5 two months actually of '98.

6 So we feel we are staffed and
7 ready to go on a forward basis. Looking
8 for a response is one of the key issues
9 that we're involved in and to be sure that
10 that takes place. The way we notify you
11 is, again, we're going to look to our -- if
12 it's an historical contact and that's who
13 we need to contact, we would do that.

14 If it's a new application, we
15 would look to whoever is noted on that. I
16 would say probably our first point of
17 contact and means to do that would be
18 telephone; give you a phone call and try to
19 come up with a convenient time that we
20 could talk. I think on a going-forward
21 basis, once we establish that initial
22 rapport, e-mail seems to work very well for
23 our people in communicating back and forth.
24 It gives both a written record of what we
25 intend to do with you.

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1 MR. WITTRY: I have one
2 problem, and that is the fact that I called
3 Doris and I got ahold of her on -- I
4 believe it was last Friday. She had not
5 called me back in about three days. She
6 said that she was overwhelmed. She had 274
7 e-mails and about 90 voice mails.

8 What kind of guidelines to you
9 have to get back to me in a timely manner?

10 MS. NELSON: Who is Doris?

11 MR. WITTRY: Doris Justice.

12 MS. NELSON: She's your
13 account --

14 MR. HUTCHINS: She's one of
15 the account managers on our team.

16 MS. NELSON: Okay. And why
17 don't you answer that question. I would
18 also like for you to go through how these
19 account managers fit in with the LSC staff,
20 if they do at all.

21 MR. HUTCHINS: The whom
22 staff? Which staff?

23 MS. NELSON: LSC.

24 MR. HUTCHINS: The -- our
25 group -- for the account managers that I

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1 would want to speak to would be the LPAT
2 group. Is that whom you're --

3 MS. NELSON: I understand
4 that. But why don't you go ahead and
5 answers their questions first, but I want
6 to see how those groups -- how they fit
7 together, at what level they fit together.

8 MR. HUTCHINS: Jon, to your
9 question, I guess what I would say is that
10 Doris currently is ill. And you -- what
11 your -- if you should not be able to reach
12 an account manager when you dial in, you've
13 got a phone number and you've got a contact
14 that you need to make, what our voice mails
15 ought to tell you is that, you know, if I'm
16 out of the office, I'm going to tell you
17 that, or I'm away from my desk at the time,
18 if you need immediate assistance you should
19 be able to zero out and get somebody on the
20 floor right now to talk to you.

21 If you've left a voice mail in
22 the past and it's not been answered, and on
23 a repeat basis you have made a second call
24 in, that's what I would suggest that you
25 do, is that if that particular account

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1 manager is not at their desk at that moment
2 and you need somebody to hear what you want
3 to ask or to get that into the hands of
4 somebody, then you can always zero out and
5 ask for any collocation account manager,
6 and there are now eight of us that should
7 be able to address your call.

8 Again, this is something that
9 we've upgraded our staff in the last three
10 months basically to staff up for future
11 look, and response time is very much of an
12 interest to us. And Doris and I have now
13 been set up as a second contact in issue
14 resolution. We have a manager collocation
15 team that is in place now.

16 You should be given that initial
17 contact. If they are not available, you
18 can zero out or call Doris or myself and
19 bring that issue to your our attention and
20 get it resolved. Now --

21 MR. WITTRY: Are you telling
22 me there is somebody always available to
23 answer my questions?

24 MR. HUTCHINS: I'm telling
25 you that there is now an account team that

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1 is more -- you won't have just a single
2 person that is involved in every office or
3 application that you have been in. There
4 is now a team that that will be spread
5 over. So in that we had some discussion
6 earlier about a lot of the applications may
7 be similar in nature, you should be able to
8 get somebody on the phone that is familiar
9 enough with your account, based on maybe
10 their exposure to one or two of your
11 offices, if that be the case, that they
12 could take the information down, understand
13 what you are dealing with, repeat it back
14 to you, get a clarity on the issue and go
15 forward with it and give you a response
16 time and then we would honor that and try
17 to meet that response time given.

18 MS. NELSON: But there is no
19 escalation procedure like there is set up
20 for the issues that the LSC deals with.

21 MR. HUTCHINS: Well, our --
22 our hierarchy, you know, would allow that.
23 If our team is not responsive and you've
24 brought it to my attention and I've not
25 dealt with it in the manner that you feel I

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1 needed to, there are escalation --

2 MS. NELSON: Okay. Who do
3 you report to?

4 MR. HUTCHINS: My immediate
5 supervisor would be Russ Stanley.

6 MS. NELSON: Okay.

7 JUDGE FARROBA: Well, are
8 they different escalation procedures?

9 MR. AUNBAUH: No. If it
10 gets to a situation where they are having
11 trouble, if you're having trouble getting
12 ahold of Doris, you also have an account
13 manager other than collocation, and I would
14 ask you to go to them.

15 And there are escalation
16 procedures that I think we've all settled
17 on now that are out on the web site that
18 you could use if you need to use those
19 escalation procedures that apply equally
20 to --

21 MS. NELSON: Okay. That's
22 what I was trying to figure out.

23 MS. KRABILL: ... respond to
24 that, because we had some issues this
25 summer that might be a little bit different

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1 than what you described because, you know,
2 to be honest, but what -- we're having a
3 problem is the issue with collocation, and
4 actually (inaudible) you have separate
5 account measures, totally different account
6 measures for collocation versus everything
7 else. And do they all (inaudible) --

8 MR. HUTCHINS: Yes.

9 MS. KRABILL: I mean,
10 frankly, our account manager -- our normal
11 account manager (inaudible) collation is
12 kind of a done deal. So what I do is when
13 I put out an issue I'll call Russ Stanley.
14 But maybe the point is that it's not
15 really -- I have something (inaudible) call
16 and people, here's the escalation. And I
17 don't have collocation on that same sheet.
18 So maybe that would be a good thing to add
19 in Russ's name or however you-all want to
20 do it.

21 MR. AUNBAUH: Actually, I
22 think the first point of escalation, if
23 you're not getting what you need from
24 collocation, it would be useful for you to
25 go to Rob Park and say, "I know this isn't

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1 normally you, but we've got a problem here
2 with collocation," and he will get into it
3 and try to get it resolved with Glen to
4 Russ or whatever.

5 But they do all report up to
6 Larry Cooper, and so it is the same group,
7 and Larry is the one that worked out those
8 procedures.

9 MR. IVANUSKA: Question on
10 the procedure. After Day 15 when the
11 potential collocator receives the quote and
12 the floor plan and so forth, is there an
13 opportunity between the time the collocator
14 receives this quote and would accept the
15 quote where they could have a walk-through
16 and a tour of the space that is being
17 offered prior to, say, "Build me the cage
18 in that space"? Do you allow a
19 walk-through at that point?

20 MR. HUTCHINS: Correct me if
21 I'm wrong, but my understanding of what
22 provisions are in the tariff for that is a
23 pre-walk-through, a previsit to look at
24 space is available. That is prior to you
25 submitting an application to Southwestern

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1 Bell for that specific site.
2 MR. IVANUSKA: So we can't
3 take a look at the space that you have set
4 aside to put the cage up prior to you
5 building it? In other words, we can look
6 generally -- if I'm understanding
7 correctly, we can't -- when you set aside a
8 10-by-10 parcel, let's say, we can't say,
9 "Well, let us see the parcel that you've
10 set aside"? That's not allowed.
11 MR. HUTCHINS: Again, what I
12 say, is according to my understanding in
13 the tariff is that there are provisions for
14 that but they precede your submission of an
15 application for that.
16 MR. IVANUSKA: So I can
17 never see the specific space according to
18 the tariff?
19 JUDGE FARROBA: Okay. Wait.
20 Just a second.
21 MS. NELSON: As we're going
22 through, apparently Staff met during the
23 lunch break, and we discussed the issues
24 regarding to the tariff terms coming up and
25 revisiting some of the provisions in the

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1 tariff and whether that was appropriate.
2 And apparently I misspoke. I
3 think that the Commissioners in previous
4 meetings had indicated an interest in sort
5 of knowing places that the tariff wasn't
6 working because it was -- it was, I think,
7 approved a year-and-a-half ago. And so
8 while we are not doing it at this point,
9 Staff would need to make a specific
10 recommendation to the Commissioners in that
11 regard.
12 What we are interested in hearing
13 as we go along are things that are
14 perceived to be efficiencies in the tariff
15 process. We don't want that to become the
16 total focal point of today, but those can
17 be mentioned. So...
18 MR. SRINIVASA: Continuing
19 back on that question, now, if they -- if
20 you show them the space during their
21 previsit or subsequently when they ask for
22 the space, are you going to give them the
23 same space which they looked at in the
24 previous --
25 MR. HUTCHINS: Is that

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1 correct on that?
2 MR. ADAMS: Yeah. This is
3 Matthew Adams. There is the previsit
4 that's in the tariff where before you
5 submit an application and going in and
6 review a particular area in general, it's
7 not feasible to review that area after an
8 application comes in because there may
9 be -- if there is one spot, multi-locations
10 for that spot, and it may not be your spot.
11 It depends on who responds back
12 with the acceptance first. Once you have
13 accepted that, there is the construction
14 review in which you have two opportunities
15 to go in, once you've accepted that space,
16 to go in and review it. Does that answer
17 your question?
18 MR. IVANUSKA: It answers my
19 question, but it's not appropriate from a
20 procedural standpoint, but it does answer
21 my question.
22 MS. ERVIN: Why? I'm sorry.
23 This is Janis Ervin. Why is that a problem
24 for you? There is obviously something
25 specific that you're thinking of.

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1 MR. IVANUSKA: Yeah. This
2 is John Ivanuska, from Sprint. I'm sorry.
3 A couple of things, first of all. The --
4 we've run into a number of instances such
5 as proximity of the collocation space to
6 the POT frame. It could be a long run
7 between the cage and the intermediate
8 termination point --
9 MS. ERVIN: Now, if I could
10 interject. That was not something that was
11 detected by your people on their previsit?
12 MR. IVANUSKA: Well, it may
13 or may not be, depending on the space that
14 we are viewing.
15 MS. ERVIN: Because I'm
16 being left with the impression -- and
17 please correct me if I'm mistaken on
18 this -- that when they make their previsit
19 that the space that you discuss during the
20 previsit is going to be the space that they
21 are going to be filing their application
22 for.
23 Am I missing something here?
24 MR. ADAMS: It is the space
25 we're looking at for them, but there may be

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1 multiple applications for that same similar
2 space.
3 MS. ERVIN: They may wind up
4 with a different space.
5 MR. ADAMS: Correct.
6 MS. ERVIN: When you come
7 back with the quote --
8 MR. ADAMS: There's a quote
9 attached --
10 MS. ERVIN: -- there is a
11 floor plan that is attached to that?
12 MR. ADAMS: Exactly.
13 MS. ERVIN: And so what
14 you're indicating would seem to be that
15 there is something missing on that floor
16 plan?
17 MR. IVANUSKA: Well, no.
18 I'm not suggesting that at all. I guess
19 what I'm saying is, until we can gain some
20 assurances that what we saw in the previsit
21 is similar to what we're seeing in the
22 floor plan to what we're seeing being
23 constructed, we wanted to do some early
24 quality review, I guess, at every stage of
25 the process to make sure that we're not too

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1 far from the POT frame, we're not near
2 outside doors, water pipes, that sort of
3 thing, and these were just quality --
4 MS. ERVIN: And if you were,
5 you would have turned down the quote?
6 MR. IVANUSKA: Yes. And if
7 we were, we would suggest that another
8 space would be in order.
9 MR. SRINIVASA: When they
10 provide you the floor plan during, say, for
11 example, when you authorize them to
12 construct and the floor plan is provided to
13 you, do they show references of where the
14 POT frame is and water line is and power
15 line is?
16 Are there any reference lines
17 shown on that map or drawing that they
18 provide?
19 MR. ADAMS: If he does a
20 previsit and he viewed the area, then he
21 would see where the water lines are and any
22 other obstruction. The floor plan that
23 goes back to him has specific dimensions of
24 the cage as well as any obstructions within
25 the cage that may affect him.

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1 MR. SRINIVASA: So it's only
2 for the cage space. It doesn't show
3 anything outside the cage.
4 MR. ADAMS: It would show
5 his potential POT frames if he has those
6 outside, whether they be right next to the
7 cage or in some other location. So it does
8 depict that. Now, what it does not depict
9 is possible water lines running overhead,
10 something of that nature, but that can be
11 determined during the previsit.
12 MR. SRINIVASA: What I
13 understand is from the previous (inaudible)
14 space may not be the space they are going
15 to get. So it may be a different space by
16 the time they come back and try to get the
17 floor space --
18 MR. ADAMS: The exact cage
19 may be different, yes, or if all the
20 existing areas are taken by other
21 collocators (inaudible).
22 MR. SRINIVASA: Right. But
23 they haven't had a chance to look to see if
24 their (inaudible) whatever they need to
25 look at.

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1 MR. ADAMS: Right. But in
2 general, when they do the previsit, they
3 had to view that we're going to be putting
4 collocation in this general area and can
5 survey it at that time.
6 MR. SRINIVASA: So their
7 cage will be in that general area. If
8 there is a major shift moving away from the
9 general area, do you give them an
10 opportunity to come back and visit again?
11 MR. ADAMS: That could also
12 be under the previsit. At that point, they
13 would have already submitted their
14 application and it would be under the
15 construction -- construction visit.
16 MS. ERVIN: I can see where
17 that would be a problem.
18 MR. ADAMS: And that is what
19 the account manager is there for. The
20 account manager is their advocate to pick
21 the best possible site available within
22 that office for them. The account manager
23 goes out to these sites to pick particular
24 spots, to say, "Hey, this is the next best
25 available spot," and they go through. Any

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1 objections that may hinder their equipment
2 placement is depicted on the drawing.
3 MR. IVANUSKA: And at some
4 point, I clearly want to rely on the
5 account team to be my advocate, but my
6 point is, early on in the process we're
7 trying to validate, you know, things along
8 the way and we're validating quality
9 control points for ourselves. At some
10 point, we step back and we don't want to
11 make that type of a walk-through every time
12 we are assigned a cage.

13 But it was early quality control,
14 early process checking, and we've been
15 told, no, you can't do that. You have a
16 previsit, and there is no guarantee that
17 exactly what we see is exactly what we're
18 going to get.

19 FROM THE AUDIENCE: You
20 know, that requires a resubmission of --

21 JUDGE FARROBA: Would you
22 state your name.

23 MR. KISSAM: I'm Bob Kissam,
24 with NEXTLINK. I'm sorry. Resubmission of
25 the plans that have been drawn out

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1 initially on the initial application,
2 because they have the bay layout as
3 proposed in the generic plan, and then Bell
4 is to go to put in a lighting structure per
5 the way your bays are lined out and the
6 laddering system and all of that.

7 So if you want 300 square feet
8 and you're looking for 20x15 and they give
9 you 10x30, that changes how you configure
10 your bays which you are going to change the
11 way the lighting is going to be configured
12 and everything. So it's almost like you go
13 back to the drawing board with your initial
14 engineering --

15 MR. HUTCHINS: Maybe real
16 estate -- and Mr. Krost can address that
17 question -- I believe makes every effort to
18 build a floor space to your specifications,
19 if that space is available in those
20 dimensions.

21 MR. KROST: This is Dennis
22 Krost, with Southwestern Bell. I think we
23 are talking about two different timing
24 issues. Once the space has been decided
25 and we've got a firm check, then the space

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1 isn't going to change. You will know what
2 size that space is.

3 I thought the discussion was that
4 the initial floor plan that goes back with
5 the quote could change depending on
6 availability of space. And you're right.
7 You have to start over with a different
8 plan.

9 JUDGE FARROBA: Does that
10 affect the time-line? I guess it does for
11 provisioning.

12 MR. FRITTS: This is Bill
13 Fritts, Southwestern Bell. If I could
14 maybe clarify a little bit more. And
15 Dennis mentioned receipt of the check, and
16 that's space when that process starts, and
17 that space is assigned and it remains that
18 way throughout that phase.

19 But starting from that point and
20 backing up, there is a potential window of
21 65 business days over which that quote is
22 good and valid. To the extent that the
23 CLEC shortens that 65 business days between
24 the CLEC receipt of the quote and
25 transmittal of the acceptance of that

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1 quote, they decrease the likelihood of that
2 situation changing.

3 So we're kind of at the back end
4 of the process, and maybe if we looked --
5 if we start in the beginning, we'll see
6 where those different windows are and how
7 it might change. With the quote, there is
8 a floor plan that goes back. Then the
9 65-day timer starts under the control of
10 the CLEC.

11 To the extent that they shorten
12 that, then there is a higher probability
13 that the space that was on that floor plan
14 will be in fact the space that they get
15 them. Once they accept -- excuse me. Once
16 they accept, then it's confirmed back and
17 then that is the space. And under the
18 three-month construction interval for
19 existing CO space, there are two mid
20 construction visits at the CLEC option, and
21 during the 180-day or six-month interval
22 there are four at the CLEC option.

23 MS. NELSON: But if they've
24 previewed and it takes you-all longer than
25 15 days to come back to get back to them,

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1 then is there a chance that other -- when
2 they finally get the offer from you-all,
3 that same period won't be available?
4 MR. FRITTS: To literally
5 answer you question -- I'm sorry. Bill
6 Fritts -- I would have to say there is a
7 possibility there the longer that time
8 would be because of the higher level of
9 activity, but that goes back to the quote
10 intervals. And I think we spoke earlier
11 about what we're doing to try to pull that
12 out.

13 MS. NELSON: Right. I
14 understand.

15 MR. KROST: This is Dennis
16 Krost. I think what we're talking about in
17 the time-line of the 90-day interval in
18 Week 1, we do firm up that plan. There is
19 a firm plan that occurs in that first week
20 of the 90-day interval, and if we've
21 changed space, that is when that gets
22 updated and brought up to the actual space
23 that we're going to deal with in that
24 office. It happens in the first week of
25 the 90-day.

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1 MR. SRINIVASA: Is it
2 80-day interval or 90-day?

3 MR. KROST: 90.

4 MR. SRINIVASA: So before
5 Day 8 the collocator accepts or declines at
6 that time. See, the 15th day that you send
7 the floor plan -- before 15-day and before
8 80th day if they accept that, is there a
9 possibility that they may get a different
10 floor space than what they've looked at?

11 MR. FRITTS: Yes.

12 MR. KROST: Yes.

13 MR. SRINIVASA: So what you
14 see is not what you get.

15 FROM THE AUDIENCE: And if I
16 may, just out of curiosity, how many
17 previsits have been requested? How many
18 previsits have you-all requested?

19 MR. POSCHL: This is Chris
20 Poschl, from North Point. When North Point
21 was undergoing the process -- I'm sorry.
22 Did --

23 MR. ADAMS: I was just
24 waiting for him.

25 MR. IVANUSKA: I don't know

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1 about Texas. I know we've requested visits
2 in other states, but not relevant here.
3 And I don't know, in Texas.

4 MR. ADAMS: All right.
5 Chris.

6 MR. POSCHL: Again, this is
7 Chris Poschl, North Point. When we were
8 going through the process, we were asked to
9 provide the first initial 50 percent before
10 we could do a previsit of the collocation.
11 So there is a bit of a change in the
12 process from what I'm understanding a
13 little bit.

14 But we were given the
15 opportunity. We didn't take it because we
16 felt that we didn't want to pay that first
17 50 percent up before we actually submitted
18 with the application -- I'm sorry -- with
19 the quote. So between the application,
20 requesting the quote, and between getting
21 the floor plan and the quote from
22 Southwestern Bell, to see a space we would
23 have had to provide the first 50 percent.
24 I don't know if that makes sense.

25 MR. ADAMS: That's not

Page 17.

1 correct, and I don't know what the
2 conversation was and what went on and what
3 the details are with that. We can go back
4 and visit with the particular account
5 manager.

6 MR. POSCHL: Yeah. But
7 North Point never requested --

8 MR. ADAMS: That previsit is
9 available to any collocator that wants to
10 collocate (inaudible).

11 MR. POSCHL: Okay.

12 MS. KNIGHT: Patricia
13 Knight, Time Warner. I just wanted to
14 clarify what I thought I understood.

15 So it's possible, if you have a
16 pre-site visit, that may not be the space
17 you get. It's also possible that what is
18 on your floor plan you may not get that
19 either.

20 MR. ADAMS: That is correct,
21 depending on how quickly or not you
22 respond.

23 MS. KNIGHT: Okay. So do
24 you resubmit then another floor plan, to
25 you know what you're getting?

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1 MR. ADAMS: Yes. Yes.
2 Through the intercompany meeting, we go
3 back and reevaluate the space. Is that
4 space still available? If not, a new floor
5 plan is generated and sent to the CLEC
6 saying, okay, this is your new space. I do
7 believe we try if possible to meet the same
8 dimensions as the original floor plan. And
9 so materially it shouldn't change much.
10 MS. KNIGHT: Dimensions
11 about the other criteria -- I think the
12 gentleman raised about pipes and things
13 like that that would be --
14 MR. ADAMS: Correct.
15 MS. NELSON: Okay. If we
16 could, I think it might be a good time now,
17 just because we are sort of running out of
18 time, to move on to the physical
19 collocation provisioning, and then we
20 will -- once we're done with that, we'll go
21 back to augmenting with regard to quote and
22 provisioning.
23 MR. FRITTS: Let me go ahead
24 and start. I'm Bill Fritts, Southwestern
25 Bell. As I said earlier, I have methods

1 clock and we're going to start at Day Zero,
2 Day Zero being the day that the quote is
3 accepted, documentation is returned,
4 signed, and with a check for the
5 appropriate amount. And that will trigger
6 the construction phase.
7 Along with that information will
8 also come the floor plan and the front
9 equipment drawings that we just discussed.
10 That is also very important. One thing
11 this process is all about is two-way
12 communication, and for the space to be
13 built and conditioned properly, then the
14 right information has got to be conveyed at
15 the right time.
16 So I just want to reiterate the
17 importance of that floor plan and the front
18 equipment drawings. And for reference, the
19 requirements are spelled out in tech pub,
20 and it's Section 4(a)(7), and also in
21 Appendix B of the tech pub covers the floor
22 plans and front equipment drawings. That
23 is the beginning of this process, with the
24 acceptance of the quote.
25 And at that time -- and now we're

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1 responsibility for interconnection and
2 collocation for network operations. I
3 think the handouts have already passed
4 concerning the material that I'm going to
5 cover. And it is this implementation phase
6 of the collocation in the 90-day interval
7 or the three-month interval as it's
8 sometimes referred to.
9 Dennis Krost will also add some
10 information as we go along. You should be
11 looking at a landscape sheet labeled
12 "Physical Collocation Active CO Space
13 days," et cetera. And, again, it's
14 consistent with the same format, where
15 across the top horizontally we have the
16 different organizations that are involved,
17 and then vertically it's divided by time
18 frame.
19 Let me maybe come back to a point
20 earlier and Nara mentioned 80 from the
21 previous handout. That is literal Day 80
22 from application date. And that may be Day
23 80. That may be day 20 that they accept it
24 very quickly after the quote is returned.
25 So we're going to reset that

1 going to move to the next line which falls
2 in the before Week 1 category. The
3 collocator accepts that and then this goes
4 to the interexchange carrier service
5 center, and at that time the information is
6 fanned out and the other organizations are
7 notified, specifically network sales
8 support, who, in turn, informs the
9 implementation team.
10 Then corporate real estate starts
11 their site visits, and they begin that
12 process. I'm going to highlight very
13 quickly the points where the CLEC interacts
14 with this construction phase. Then Dennis
15 is going to come back in more detail and
16 walk through the actual build-out itself.
17 One of the key things that
18 happens early on in this process -- and
19 this is before the end of Week 2 -- is a
20 handoff meeting. This is an internal
21 meeting that is chaired by -- co-chaired by
22 network sales support, and it is also
23 co-chaired by the collocation project
24 manager.
25 That is another term that we're

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1 going to introduce, and it's another person
2 that accepts responsibility for the
3 construction or the build-out of that
4 particular project.

5 In that internal meeting,
6 workloads are balanced, critical dates are
7 established, internal dates, and the
8 critical path is built by which certain
9 organizations have to meet certain dates
10 for this project to be delivered in less
11 than the 90 days or the three months.

12 At that meeting, overall -- or
13 responsibility for managing that project is
14 assumed by the collocation project manager,
15 of which we have a number across the State
16 of Texas. That collocation project
17 manager, from that point on, assumes
18 project management responsibility and
19 conducts various checks.

20 Following the handoff meeting,
21 there is also dialogue between the LPAT
22 manager and the CLEC identifying the key
23 critical dates, what the schedule turnover
24 date is going to be and other critical
25 dates in that process that the CLEC might

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1 interact.

2 One of those is at their option
3 if they have elected to install the POT
4 frame, because now they become part of the
5 construction phase. The network has got to
6 be done according to schedule for the
7 project to stay on track. So with that,
8 then the communication starts and the
9 overall project management starts. Things
10 begin to occur in the build-out.

11 The next opportunity -- and there
12 is, again, a number of verifications and
13 screenings that are going on by the
14 collocation project manager, to iron out
15 all the details and make sure that
16 everything is there so the project can be
17 delivered on time. True-up of any floor
18 plan changes that might be triggered
19 because something changed between quote and
20 acceptance happens within that first two
21 weeks.

22 MR. KISSAM: Bob Kissam,
23 NEXTLINK. I'm sorry to interrupt, but do
24 any of the changes because of cage
25 deviation that affect the CLEC whether it

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1 be the CLEC now wants to change the power
2 requirements or their bay lineups change
3 within the cage because it's space
4 deviation?

5 Does that have to go all the way
6 back to the ICSC or does that stay with the
7 account manager?

8 MR. FRITTS: It would depend
9 on the magnitude of the change, and I think
10 the tariff speaks to revisions and
11 magnitude of revisions and whether it's
12 deemed a complete revision and triggers
13 complete reengineering. So I would just
14 have to default to what the tariff calls
15 for there.

16 My interchange is a floor space
17 rearrangement. We attempt to work that out
18 during that process.

19 JUDGE FARROBA: Is it
20 addressed in the tech pub? You said it's
21 in the tariff. Is it also in the technical
22 publication?

23 MR. FRITTS: Yes, I believe
24 it is.

25 MR. SRINIVASA: It clearly

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1 delineates what minor changes are and what
2 major changes are?

3 MR. FRITTS: Nara, I would
4 have to read it to answer your question
5 explicitly, but I do know that the tech pub
6 goes into a little more detail than the
7 tariff regarding major changes and minor
8 changes.

9 It references complete
10 reengineering that might have to be done.
11 Again, it's also in the context of if there
12 are changes triggered by the CLEC changes.
13 Now, the floor space changes that might be
14 made, I don't think, are going to fall in
15 that category.

16 MR. SRINIVASA: Say, for
17 example, instead of dropping the power here
18 five feet from this location to a different
19 location or if there is a cable rack
20 extended instead of this, turn it in a
21 different way.

22 MR. FRITTS: The detail --

23 MR. SRINIVASA: What I was
24 trying to find out is if you gave them the
25 price quote you have, if that change

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1 results in more than "X" percentage of
2 total cost would be major and if it is
3 below it is minor. Do you have anything
4 like that?

5 MR. FRITTS: I don't recall
6 anything exactly like that. But let me
7 comment that the detail engineering and the
8 issuance of the engineering spec to trigger
9 the construction phase doesn't occur until
10 this floor plan is finalized.

11 MR. KROST: This is Dennis
12 Krost. I think more importantly one of the
13 things that you have to keep in mind, I
14 think, is the timing issue of the change
15 and how significant it might be. If it's
16 early in the planning stage and we're still
17 developing plans, I think you can
18 incorporate changes much easier.

19 It's really a timing issue. If
20 detail plans and the general construction
21 plans are complete, then it becomes more
22 difficult to deal with changes. I think
23 you have to look at it in a different
24 light, but I think, you know, it's a timing
25 issue of when you make the change.

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1 We'll try to work those
2 situations if it's not a major impact.

3 JUDGE FARROBA: Just a
4 second. If someone could tell me
5 specifically where it is in the tech
6 publication I would appreciate it.

7 MR. FLANAGAN: This is Mike
8 Flanagan with Southwestern Bell. I could
9 answer the question immediately with
10 regards to the tariff. We would
11 (inaudible) tech pub for you. But in
12 Section 6.1.2 entitled "revisions" and the
13 physical collocation tariff it does, in
14 fact, Nara, give a distinction between a
15 major and minor revision and talks in terms
16 of intervals that may need to be discussed,
17 because if it's a major revision, obviously
18 the interval could be adjusted and if it's
19 minor it could not. (Inaudible) if it's
20 minor there will be no (inaudible).

21 JUDGE FARROBA: I know. But
22 in the tariff, though, these aren't
23 exclusive lists. It says major revision
24 will include, minor revision will include.
25 Is that the total universe of revisions? I

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1 mean, that's why I'm asking if there is
2 more detail in the tech pub or not.

3 MR. FLANAGAN: I'm not able
4 to answer that question.

5 MR. RIOJAS: This is Ernest
6 Riojas. I can't put my finger on it right
7 now, but I don't recall specifically
8 stating that, but I'll have to review it
9 to -- I'm not really sure.

10 MR. FRITTS: While he's
11 looking at that, I want to come back to one
12 point. And if I could direct your
13 attention to the line that begins "Before
14 Week 3," and that's a -- that is the point
15 where the floor plan is iterated if there
16 are changes that need to be made if the
17 universe has changed between application
18 and acceptance, the floor plans are trued
19 up.

20 And if you look at the far
21 right-hand column, that's where
22 transmission and power equipment
23 engineering finalize their equipment order.
24 So my point is, is that if that floor plan
25 is modified, then that modification is

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1 resolved before Week 3. The power
2 equipment and the transmission equipment
3 for cabling and that kind of thing, work,
4 is -- the work order is detailed and
5 initiated at that point going forward.
6 Then the project remains on track.

7 MS. ERVIN: This is Janis
8 Ervin. I noticed that in the section that
9 says "Before Week 6," on the far right-hand
10 side of this, we have the collocation
11 project manager escorting the collocater on
12 an optional prearranged construction
13 inspection, and I was just curious as to --
14 it sounds to me as if this earlier phase,
15 around Week 3, might be the more
16 appropriate time to have the collocater out
17 there on the pre-site inspection reviewing
18 those floor plans with you and what is
19 going on at that point in time.

20 I was just curious. Is there a
21 reason why it's further down in the process
22 or --

23 MR. SRINIVASA: That's the
24 construction inspection, isn't it?

25 MR. FRITTS: Yeah. There